



Borçelik R&D Test Center Quality Policy

In line with the Borçelik Çelik Sanayii Ticaret A.Ş. Corporate Quality, Occupational Health & Safety, Environment, and Energy Policies and Values, regarding our **R&D Test Center** activities, we commit to;

- Continuously improving activities impartially, transparently, and reliably, in compliance with TS EN ISO/IEC 17025, TÜRKAK, and legal regulations,
- Maximizing customer satisfaction by conducting standard-compliant tests using high-performance equipment and reference materials to ensure precision,
- Ensuring the effectiveness of both laboratory personnel competence and test quality assurance through inter-laboratory comparison measurements with national/international laboratories,
- Ensuring continuous personnel competence and allocating resources to adapt to technological advancements,
- Eliminating all factors that negatively affect test results by effectively implementing the Quality Management System with the participation of all personnel,
- Ensuring the adoption of quality service awareness by making evidence-based decisions with all employees,
- Providing accessible service backed by our corporate identity and technological infrastructure,
- Handling customer complaints in an impartial and fair manner and minimizing them to the lowest possible level,
- Making the **R&D Test Center** "always preferred" and ensuring our brand reliability by prioritizing independence and the reliability of impartiality risk analysis in our processes.

Kerem ÇAKIR

General Manager

11.11.2025 Rev: 1