



THE CUSTOMER FEEDBACK GUIDE

Kartal Carpet, has been created "Feedback on Handling Process" to evaluate your feedback on every issue. This process complies with the requirements of the ISO 10002 Customer Satisfaction Quality Management System Standard.

Increasing the customer satisfaction with quality to Our customers' needs and to meet the changing expectations is our basic policies.

Therefore, our customers' feedback, is seen as an opportunity to develop and improve of the process.

Suggestions, requests, critics, complaints, thanks or other all issues feedback are considered in a transparent and objective manner according to the our polcies.

THE FEEDBACK METHODS TO BE HELD BY THE CUSTOMER

You can do your feedback with any of the following methods.

1.a By Internet

Domestic customers may be declared to our site using 'new request' tab found on the web address 'www.sanathali.com'.

Foreign customers may be declared to our site using 'new request' tab found on the web address 'www.kartalcarpets.com'.

1.b By E-mail

Both our domestic customers and foreign customer can send their demands to the info@kartalcarpets.com and info@sanathali.com or to their service representatives' e-mail address.

1.c By Fax

Our domestic or foreign customers can report their demands to the fax number "+9 0342 357 01 17".

1.d By Customer Representatives

Our domestic or foreign customers may report their demands to their service representatives.

1.e By Phone

Our domestic or foreign customers can report their demands to the telephone number "+90 444 9 768".

THE EVALUATION PROCESS FOR FEEDBACK

The recording information of the demand is sent to the e-mail address which is reported by the customer together with demand number automatically .

Kartal Carpet evaluates all feedback in the framework of principles which have been stipulated in "Customer Relationships and Satisfaction Policy". Absolutely, all feedback should be responded.

Customer Satisfaction Management Department, makes the first review of the customer feedback and evaluates, determines the status of the feedback in terms of the priority criteria. The priority of demand is assigned according to the effect of safety, complexity, severity, high level of loss, etc...

Status should be one of the following values:



Emergency / High Priority: It is the priority status that requires rapid intervention and has the high level of importance.

The high risks notifications of occupational health and safety, environmental safety, high level loss, high amount production and / or demands of high amount shipping, big financial damage are evaluated in this content.

The response time for urgent priority feedbacks is maximum three business days. If necessary, customer visits may be planned by the Regional Director. The maximum solution period is 15 business days.

If in the 15 business days period for which rapid solutions are planned to be realized for “making the production of new carpet”, the extra time will be needed. In this case, requirement of reprocessing, prototype production, test of prototype are achieved. Therefore, the time period should be exceeded and the necessary information should be done to the customer.

Normal Priority: It is the feedback which does not require immediate intervention, but that needs recovery. Customer visiting may be required. Or Kartal Carpet may have got additional necessary arguments from customers in order to find out optimum solution.

The response time of normal priority feedback is the maximum 15 business days after the realization of the visit in necessary. In this cases the time period begins after the submission of arguments or completion of visits.

If in the 28 business days period for which rapid solutions are planned to be realized for “making the production of new carpet”, the extra time will be needed. In this case, requirement of reprocessing, prototype production, test of prototype are achieved. Therefore, the time period should be exceeded and the necessary information should be done to the customer.

Low Priority: The other demands except for complaint (request / proposal, Thanks / satisfaction) are evaluated in this category. Customer notification is made within the legal period. Customer Satisfaction Management determines the responsible department by demand module in ALTASOFT program.

After all the evaluations, the solution should be notified to the customer by e-mail or telephone or by their customer service representatives/Customer Satisfaction Management.

In 7 days after the completion of solution, the servis satisfaction questionnaire is to be filled by customer in order to measure the opinion of them by e-mail or by phone.

After the complaint management process, corrective and preventive actions (CAPA) is started through Altasoft with the aim to prevent the recurrence of the non-compliance for the respective process.

COMMITMENT TO PRIVACY

Kartal Carpet commits to keep confidential reports from clients, to inform their customers before sharing information in cases involving legal obligations.