

QUALITY POLICY

QUALITY MANAGEMENT SYSTEM

We don't just manage communication, we turn it into strategy.

At First Contact Service, we pursue excellence in the services we provide in customer experience management and AI-powered communication technologies.

1 Customer Focus & Satisfaction

We provide fast and effective communication solutions to meet the expectations of our corporate business partners. We consider it our duty to increase customer loyalty and contribute to our partners' brand value.

2 Technological Leadership & Innovation

By integrating artificial intelligence and digital assistant systems into our processes, we commit to producing solutions that make a difference in the industry.

3 Continuous Improvement & Efficiency

We regularly review the effectiveness of our quality system and continuously improve our processes to increase our operational efficiency.

4 Data Security & Privacy

By ensuring full compliance with the Personal Data Protection Law (KVKK) standards, we protect the confidentiality of customer data at the highest level.

5 Compliance with Legal & Ethical Rules

In all areas in which we operate, we remain uncompromisingly committed to national legislation and professional ethical rules.

6 Competent Human Resources

We provide continuous training opportunities to enhance our employees' competencies and to spread quality awareness.

7 Business Partner & Supplier Relations

By developing collaborations based on mutual trust with our suppliers, we extend our understanding of quality throughout the entire value chain.

Top Management Commitment

As FCS top management, we commit to adhering to the principles set out in this policy and to fully fulfilling the requirements of quality standards.

