



## Our Quality Policy



ERDEMOGLU  
HOLDING

## OUR QUALITY POLICY

As Merinos, one of the leading carpet manufacturing companies in the world, we have adopted unconditional customer satisfaction as our principle. To ensure continuous improvement and development, our primary objectives and quality policy are:

- ❖ To work with the principles of honesty, reliability, fairness, respect for human beings and labor,
- ❖ To be dynamic, innovative, and to follow technology,
- ❖ To prioritize customer satisfaction,
- ❖ To improve pre-sales and after-sales services to increase customer loyalty,
- ❖ To improve product quality and renew product diversity,
- ❖ To produce according to quality and productivity principles,
- ❖ To develop the quality levels of our suppliers within a development understanding,
- ❖ To ensure employee participation in the quality system by providing employee happiness and motivation,
- ❖ To create a working environment that adheres to ethical values and corporate culture,
- ❖ To become a world leader in the carpet industry,
- ❖ To produce in accordance with customer needs and expectations, parallel to world trends, and in an environmentally friendly manner,
- ❖ To ensure the effectiveness of our quality management system by monitoring and implementing necessary improvements, and to provide and implement applicable conditions.