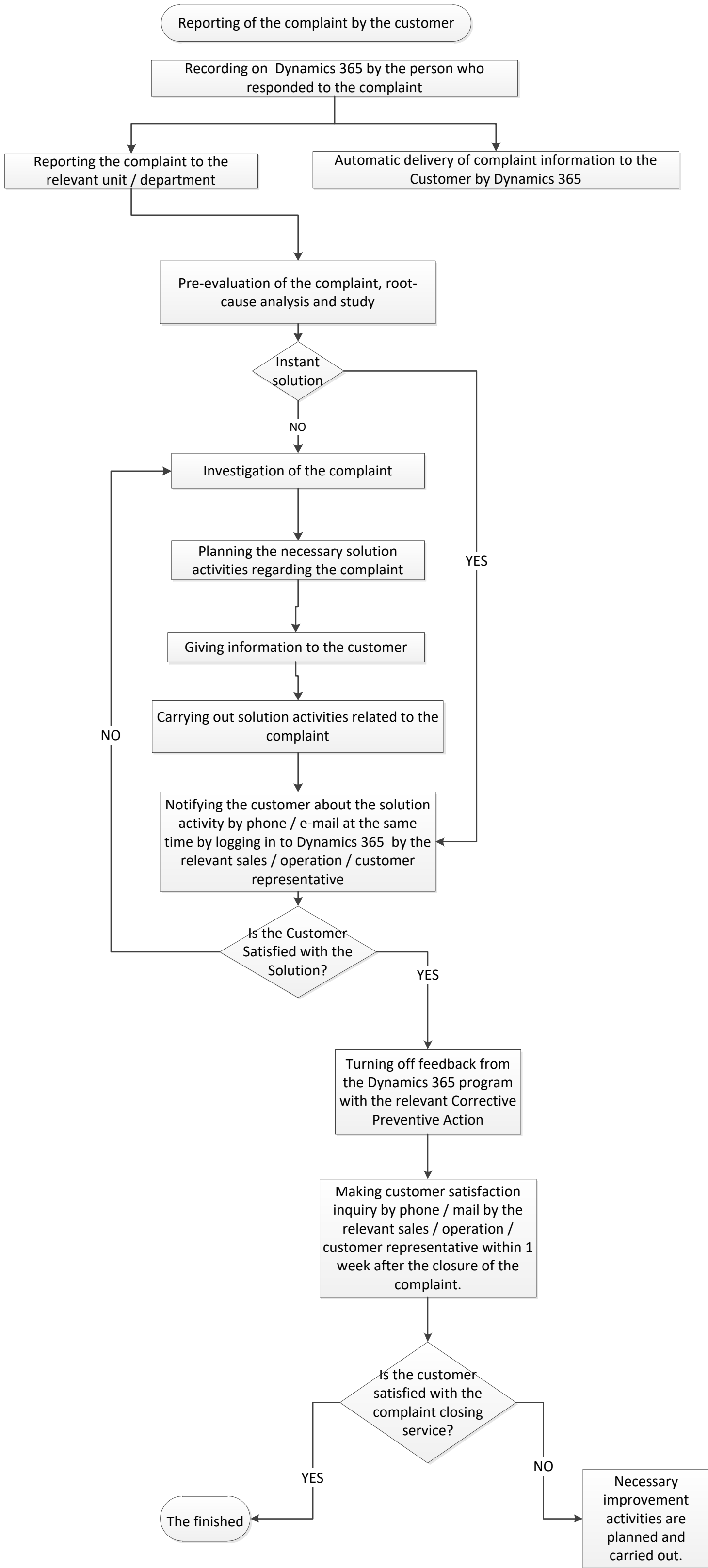


## MANAGEMENT PROCESS OF CUSTOMER COMPLAINTS



SRC NO 11 R.D. 19.02.2010 Rev.3:03.08.2022

Prepared  
Quality Management Manager  
Neşe IŞIK

Confirming  
Chairman of the Board  
Nilgün KELEŞ