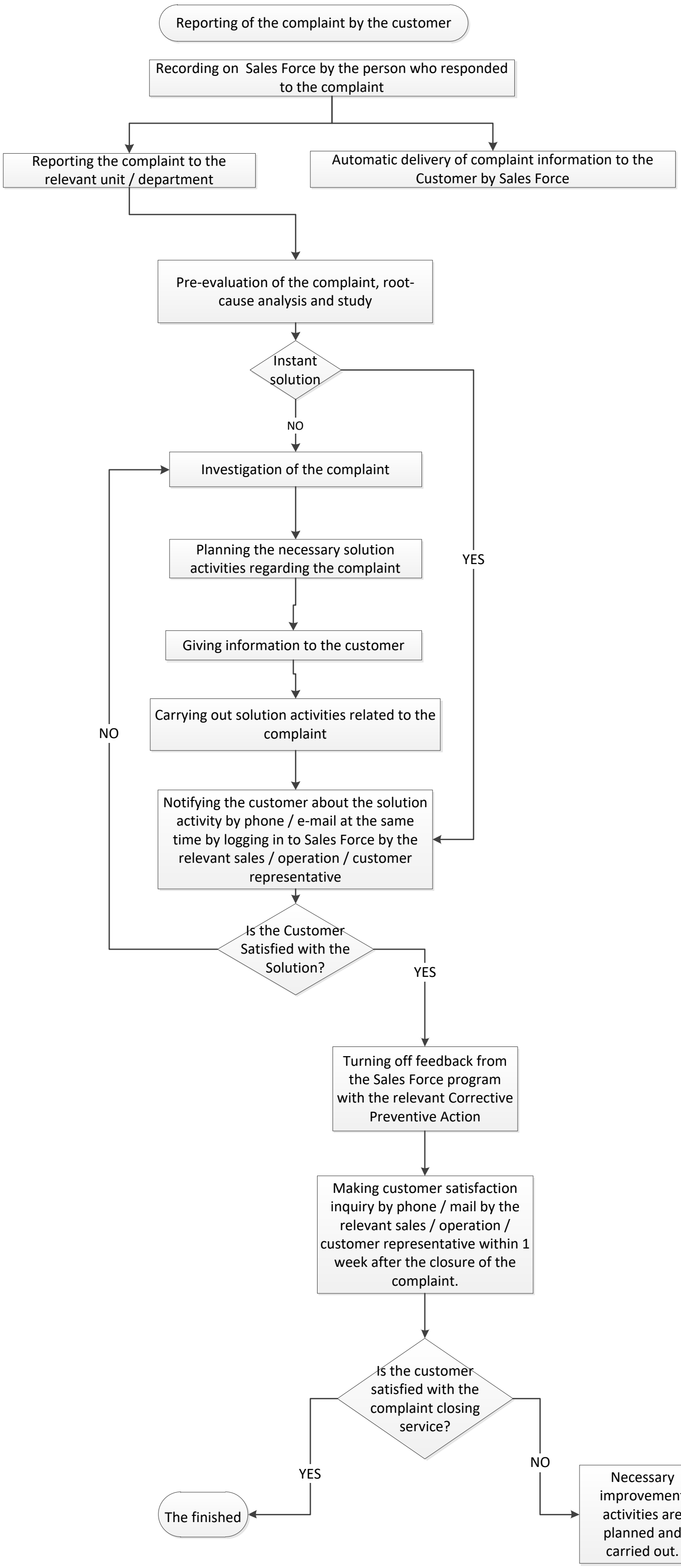
MANAGEMENT PROCESS OF CUSTOMER COMPLAINTS



Prepared Quality Systems Specialist Neşe IŞIK	Confirming Chairman of the Board Nilgün KELEŞ