

Customer Satisfaction Policy

Our Goals and Objectives

Aligned with our quality policy, our customer satisfaction policy aims to achieve uninterrupted customer satisfaction by providing high-quality, accurate, and timely products through advanced production and analysis techniques every time.

In line with this policy, we commit to:

- Ensuring 100% customer satisfaction by providing solutions to our customers using the most accurate methods.
- Handling complaints transparently, objectively, and fairly when they reach our company.
- Fulfilling all legal and ethical obligations towards our customers.
- Implementing corrective actions to prevent recurrence of customer complaints.
- Responding to our customers with the quickest reaction time possible.
- Evaluating notifications from IMS Polymers stakeholders to achieve proactive improvements in our business processes, products, and services.
- Handling all types of customer feedback effectively and efficiently.
- Conducting our operations at IMS Polymers with a customer-focused approach throughout all pre-sales and after-sales processes.

Within this framework, IMS Polymers has defined the management and efficient use of business resources guided by ISO 10002:2018 Customer Satisfaction Management System.

IMS Polymers management and employees commit to making every effort to achieve the above-mentioned goals and objectives.