

# Our Quality Policy, Goals, and Objectives

*Our quality policy is to ensure uninterrupted customer satisfaction by providing high-quality, accurate, and timely products through advanced production and analysis techniques every time.*

In this scope:

- We focus on customer satisfaction by prioritizing and sustaining customer needs, including on-site support during production.
- We aim to increase both domestic and international customer numbers annually.
- We continuously improve production activities by keeping up with technological innovations.
- We produce competitive products that meet customer expectations in terms of quality sustainability from the outset.
- We analyze markets to understand current and future needs of existing and potential customers, shaping our research and development efforts accordingly, while keeping abreast of global developments.
- We prioritize research and development to pioneer the production of value-added and innovative products for our national industry.
- We view suppliers, customers, and employees as integral parts of our quality management ecosystem.
- We prioritize environmental awareness, occupational health and safety, and social responsibilities during our production activities, consistently aiming to lead the industry in these areas.
- Through the Eraslan Foundation established by our shareholders, we provide scholarships to successful and needy students who wish to attend *Özel Ege Lisesi* (Special Aegean High School).
- We implement and monitor training policies that support employees' professional and personal development.
- We continuously improve our quality management policies and corporate ethical values without compromise.

These goals and objectives are guided by our implementation of the ISO 9001 Quality Management System, which defines the management and effective use of business resources.

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

**Vision:**

To be a trusted organization serving the national and international plastic industry with an innovative, pioneering, and influential approach.

**Mission:**

To be one of the most innovative plastic companies in the country, prioritizing research and development activities without compromising on quality and organizational goals, ensuring sustainability, and being recognized as a leader in research and development in the plastic sector.