

TOYOTA TSUSHO AUTOMOTIVE SERVICE CENTER QUALITY POLICY

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The ISO 9001:2015 quality management system standard is implemented to satisfy our customers, taking into account customer requests, legal requirements and the conditions of other related parties. While recognizing this, we work as a team that follows and adapts sectoral changes, technological developments and changing customer demands in this context with our experienced and innovative team spirit, having adopted a strong understanding of quality. All the work we do is focused on continuous improvement and providing the best service to our customers at all times. This is the most important part of our quality policy.

“Anzen” (Occupational health and safety) will always be our first priority to protect employees, ensure their happiness and motivation, meet legal requirements and prevent risks.

In addition to Anzen, our policy is ;

- Following and using high technology effectively in order to maintain customer satisfaction,
- Identifying the changing demands of the customer on time, responding quickly to requests, delivering on time, offering quality products and competitive prices,
- Adopting the understanding that all personnel should be responsible for quality and therefore establishing quality awareness in all personnel, providing training to improve their knowledge and skills, encouraging harmony and creativity,
- Adopting the understanding of continuous improvement of the system through the evaluation of measurable quality targets based on the performance indicators of the processes defined in the system,
- Leading continuous improvement through Total Quality Management (TQM) and Kaizen activities,
- Developing our business activities by focusing on Toyota Tsusho Group Way and Core Values and applying these basic values (Genba- focus – Collective force - Innovator Spirit- Shokon, Team Power),
- Complying with laws and company rules and procedures with our "Be The Right One" ideal,

In this direction, we guarantee that we will set our quality targets, constantly review our targets, and spread this policy among all our employees.

Teruji KITAGAWA

President, Toyota Tsusho Automotive Service Center

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