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## QUALITY POLICY

**“Service Quality measurements are all useful, but what counts is the client's overall perception of our performance”.**

As for ES “TURKMEN LOGISTIK HYZMAT”, the service we sell is important; but a major part of the value our clients perceive depends on the way the service and product are delivered.

The objective of the ES “TURKMEN LOGISTIK HYZMAT”, is “Superior Service Quality”. We want our clients to be more than just satisfied with our service and products delivery, we want them to be continuously impressed by our ability to get the job completed professionally and deliver the answers they need, on time, every time.

ES “TURKMEN LOGISTIK HYZMAT” uses the necessary components and elements for “Superior Service Quality”.

### Important Components:

- **Service Attitude** — Politeness, perception of competence, image.
- **Service Efficiency** — how efficiently and safely the service is delivered; working equipment, no delays, and no accidents.
- **Product Quality** — Data completeness, suitability, accuracy.
- **Service/Product Availability** — is the service available when the client needs it?

### Important Elements:

- **Equipment** — *Reliable Equipment.*
- **People** — *Competent Motivated Personnel.*
- **Processes** — *a Well Structured and Responsive Organization.*
- **Client Interactions** *An honest working relationship built on mutual respect.*

**“A high level of Service Quality is critical to our success and is obtained by well managed operations”.**

A.Hojamkuliýev

ES “TURKMEN LOGISTIK HYZMAT”

