The Quality Policy of the Star Test Certification Department is to respond as quickly as possible to changes that have become necessary as a result of technological developments, and to maintain the highest level of quality, through good professional and technical practices, in accordance with current national and international standards, legislation, and regulations, and by means of continuously trained, skill-developed, and competence-assured personnel.

The objective of the Star Test Certification Department is, based on the principle that high-quality service can only be achieved through qualified personnel, to respond to customers' needs and demands at the highest possible level by employing competent personnel who are continuously trained in their field, in compliance with current national and international standards, and by following developing technologies.

We declare the services that we have committed to providing to our customers on our website.

The objective of our Certification Department is to eliminate all factors that adversely affect the certification process by effectively implementing the Quality Management System with the participation of all personnel and by correctly assessing risks and opportunities.

Based on the fundamental principles of impartiality, independence, confidentiality, integrity, reliability, and quality, it is ensured that customers' confidential information and rights are protected, that certification assessment results are securely maintained, and that the results are delivered to customers as promptly as possible. Through continuous risk analyses, risks that may arise in relation to impartiality are identified and reduced to the minimum level.

With the support of cooperation with customers, efforts are made to identify and meet customer needs and demands, to prevent customer complaints, and thereby to increase customer satisfaction.

The Management of the Star Test Certification Department commits to complying with the EN ISO/IEC 17065 standard, TURKAK requirements, and applicable regulatory and legal requirements, and to carrying out the necessary activities for the continual improvement and development of the effectiveness of the quality management system.

Chairman of the Board/General Manager

Emre OSMANOĞLU

21.03.2025