

Quality Policy

Borusan Pipe's quality policy is rooted in "customer satisfaction." The company aims to provide products in accordance with the relevant standards specified in the order letter, technical specifications, custom and applicable customer requirements. In order to ensure lasting customer satisfaction, we measure and assess whether the customer requirements were met as well as the customer's changing expectations and announce it to all employees, conduct product development and certification work where necessary, organize training courses in order to raise awareness with the user, take seriously even the smallest dissatisfaction with the product and take corrective action.

At Borusan Pipe, "employee satisfaction" is the most important requirement on the path to customer satisfaction. Decisions are made after the views of relevant employees were taken and based on the principle of "participation". Individuals are equipped with the necessary information and skills, and made to assume the authority and responsibility relevant to their respective jobs. We aim for an environment where everyone does their jobs and are satisfied with the jobs they do. While responsibility is personal, teamwork is encouraged and success of the team is placed ahead of individual success.

"Cost awareness" is exercised in every decision and action so as to preserve the company's leadership in the domestic market and boost its competitiveness in foreign markets with an emphasis on savings.

In line with all these principles, Borusan Pipe will strive to "continuously develop" so as to further improve its position.