

Scope: Modeling and Design Of Jewelry with Gold and Silver Precious Metals Production, Sale and Export

At Milan Jewellery, we have dedicated ourselves to achieving and maintaining the highest standards of quality in the jewelry industry. Our commitment to excellence is guided by the rigorous standards set forth by the ISO 9001 Quality Management System. This comprehensive quality policy outlines our systematic approach to not only meeting but exceeding customer expectations and sustaining our leadership in the market.

Vision and Mission

Our vision is to be the gold standard in the jewelry industry for quality and customer satisfaction. In pursuit of this vision, our mission encompasses the relentless improvement of our products, services, and processes to deliver unparalleled value to our customers.

Key Elements of Our Quality Policy

1.Customer Focus and Satisfaction: Central to our ethos, exceeding customer expectations is our ultimate goal. We engage in proactive dialogue with our customers, seeking out their feedback and incorporating their insights into our continuous improvement processes. This customer-centric approach ensures that we remain responsive and adaptive to the evolving needs and preferences of our clientele.

2.Leadership and Management Commitment: Our leadership team embodies the principles of quality management, setting a clear direction and providing the necessary resources for quality objectives to be achieved. This commitment from the top ensures a unified approach to quality throughout the organization, fostering an environment where excellence is the norm.

3.Employee Participation and Empowerment: Recognizing that our employees are the cornerstone of our success, we invest in their development and encourage their active participation in quality initiatives. Through comprehensive training programs and a culture that values innovation and feedback, we empower our staff to contribute to our quality goals actively.

4.Process Approach and Operational Excellence: We adhere to a process-oriented approach, meticulously designing and managing our business processes for maximum efficiency and effectiveness. This focus on operational excellence allows us to streamline operations, reduce inefficiencies, and enhance customer satisfaction through reliable and high-quality service delivery.

5.Risk-Based Thinking and Proactive Management: By integrating risk-based thinking into our strategic and operational planning, we anticipate and mitigate potential challenges before they impact our quality or operations. This forward-looking approach enables us to maintain agility and resilience in the face of market changes and evolving customer needs.

6.Supply Chain Management and Strategic Partnerships: We recognize the critical role our suppliers and partners play in our quality ecosystem. By fostering strong, collaborative relationships and enforcing strict quality criteria, we ensure that every component of our supply chain contributes positively to our overall quality objectives.

7.Continuous Improvement and Innovation: At the heart of our quality policy is the principle of continuous improvement. We are committed to leveraging the latest in technology, craftsmanship, and design to elevate our products and services continually. Innovation, driven by creativity and customer feedback, is the engine that propels our quality management system forward.

8.Sustainability and Ethical Responsibility: Beyond quality, we are committed to sustainability and ethical practices in every aspect of our business. From responsible sourcing of materials to environmentally friendly manufacturing processes, we strive to make a positive impact on society and the planet.

9.Stakeholder Engagement and Transparency: We believe in open communication and transparency with all our stakeholders, including customers, employees, suppliers, and the community. Regular updates on our quality initiatives, achievements, and areas for improvement foster trust and build long-term relationships.

10.Implementation and Governance: To operationalize this policy, we have established a robust governance structure, including quality management teams, cross-functional committees, and regular audit and review processes. These mechanisms ensure that our quality objectives are translated into actionable strategies and that our progress is monitored and reported.

Review and Continuous Evolution

Our quality policy is a living document, subject to periodic review and revision to reflect new insights, technological advancements, and best practices. This dynamic approach ensures that our quality management system remains at the cutting edge, driving our pursuit of excellence in everything we do.

Conclusion

Through this detailed quality policy, Milan Jewellery reaffirms its commitment to setting the benchmark for quality in the jewelry industry. Our unwavering dedication to excellence, customer satisfaction, and continuous improvement defines who we are and guides every decision we make.

APPROVED BY THE CEO AND THE BOARD OF DIRECTORS**Milan Hediyeelik Eşya Sanayi Ve Ticaret Anonim Şirketi**

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