

## **QUALITY POLICY**

In our services;

To maintain flight and ground safety and security at the highest level possible,

To obtain customer satisfaction and continuity,

To achieve continuous progress in all processes.

In order to reach these goals, Upper Management undertakes to give all the necessary support.

## **VISION**

Within 5 years from 2015 to:

Operate as flag carrier in 3 continents,

Become a member of an alliance as a global carrier,

Become boutique airline of vacation,

Achieve over 95% customer satisfaction and over 80% employee satisfaction,

Become the preferred airline by the passengers at the areas flown.

## **MISSION**

To provide quality air transport service to the strategical destinations at flag carrier standards.

**Sermed TEMİZKAN**  
**General Manager**