



### **Our quality policy,**

LARA Quality Policy has been determined to achieve traceable growth with the services provided to meet the needs and expectations of customers continuously. Ensuring this policy involves all staff who are individually responsible for the quality of their work, thereby ensuring the continuous improvement of the center as a whole.

In this direction, LARA Quality Policy includes the following elements;

- To provide professional service to customers, to continuously ensure quality and efficiency in all works,
- To carry out all works in accordance with the quality management system and to develop-improve the quality management system in line with the requirements of service quality,
- To ensure that all personnel work in line with the objectives of the management system, ensure their joint participation to achieve the objectives, and reach a level of awareness that can evaluate the impact of their work on achieving the objectives,
- To ensure 100% customer satisfaction, to make continuous improvement studies in the quality management system to ensure this, and to respond to all feedbacks from customers in a timely manner,
- To increase their productivity and improve themselves by providing the necessary training to its employees,
- Adhering to the principles of impartiality, accuracy and confidentiality in all services,
- To refrain from engaging in activities that harm the environment in all its works.