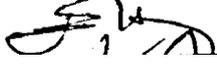


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1. PROPOSE

Informing customers about the testing services provided, evaluating customer complaints, and ensuring the protection and confidentiality of all service components.

2. SCOPE

This procedure covers all customers served by the Experimental Laboratory.

3. RESPONSIBILITY

TM is responsible for ensuring that Elbor Testing Laboratory's activities with the Customer are carried out as outlined in this procedure. QM is responsible for ensuring compliance with the Quality System, its operation, and monitoring of records.

4. DEFINITIONS AND ABBREVIATIONS

Quality Assurance Manager : QM
 Technical Manager : TM
 General Manager : GM
 Experiment Responsible : ER

Complaint: Any dissatisfaction reported by any person or organization to the laboratory regarding the activities or results of the laboratory, to which a response is expected (TS EN ISO/IEC 17025 Article 3.2).

Objection: The request of the provider of the conformity assessment subject to the conformity assessment body (Article 2.5) or the accreditation body (Article 2.6) to reconsider the decision taken by the organization regarding the subject. (TS EN ISO/IEC 17000 Article 6.4)

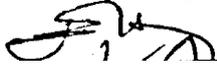
5. REFERENCE DOCUMENTS

TS EN ISO/IEC 17025 General Requirements for the Competence of Testing and Calibration Laboratories

6. APPLICATION

6.1 Customer Service

In the laboratory, when a customer wishes to monitor laboratory performance, they collaborate with other customers to ensure confidentiality and allow them to observe the experiment while it is being conducted. During this time, the customer is prevented from viewing other customers' samples or permission is obtained from the other customer.

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A Privacy Statement is obtained from all laboratory personnel authorized to access information regarding samples and laboratory activities. In accordance with the confidentiality principle, uncontrolled visitors are not allowed into the laboratories. Privacy statements are obtained from all visitors deemed appropriate.

We attempt to obtain customer feedback through surveys, etc. This feedback aims to improve customer service. The "Customer Satisfaction Survey," a feedback method for improving customer service, is administered to customers who participate in the test after each external test. It is administered to customers who request laboratory testing every twelve months within the company. It will be administered via fax to customers who are not currently participating in the test. The collected "Customer Satisfaction Survey" data is grouped and quantified as much as possible by the KM according to the criteria for (dis)satisfaction, and compiled into a report using statistical analysis methods.

Very satisfied: 5 points
 Satisfied: 4 points
 Neutral: 3 points
 Dissatisfied: 2 points
 Very dissatisfied: 1 point

When calculating the evaluation score, the responses of customers who gave a score of 4 or 5 are summed and divided by the total number of responses. The satisfaction percentage is calculated by multiplying the result by 100.

Action must be taken for evaluations with a score of 1 or 2.

Based on the statistical analysis results, for questions where the satisfaction percentage falls below 80%, a CA report is opened and monitored by the Laboratory QM. Customer satisfaction data is one of the main agenda items of the YGG meetings.

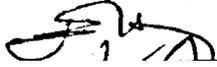
6.2 Customer Complaints

Individuals, legal entities, institutions, and organizations may submit complaints and objections regarding laboratory activities and other corporate services received from Elbor Testing Laboratory. Customers and service providers may submit complaints and objections via email or phone.

All customer dissatisfaction reported after any service provided to customers in the laboratory is considered a customer complaint. All written or verbal complaints from customers are sent to the sales department via email or phone. The sales department forwards the relevant information to the laboratory department, and the laboratory electronically records the complaint on the LAB-F15-01 Customer Complaints Form. A complaint number is assigned to each complaint, and traceability is ensured through this number. Traceability is monitored using the LAB-F15-02 Customer Complaint Tracking Form.

A laboratory management meeting is held to evaluate complaints. The meeting is chaired by the TM.

TM is responsible for first reviewing complaints received from the sales department, accepting them, and informing the customer that the complaint has been accepted. The complaint is recorded using

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the LAB-F15-01 Customer Complaint Form. TM initiates corrective action using the LAB-F16-02 form. The TM then contacts the warehouse/shipping department to conduct a stock check, ensure samples are sent, and initiate an investigation with ER.

If the product in question is in stock, was manufactured at the same time as the product in question, and has the same batch number, shipments of these products will be suspended until the investigation is completed.

Laboratory records are reviewed, and the non-conforming product is subject to a break order by the Customer Complaint Center.

The results of the complaint are reported to the General Manager. Meanwhile, developments regarding the complaint process are recorded in the LAB-F15-03 Customer Complaint Progress Report, and the customer is informed. After the process is completed, the General Manager notifies the customer. The actions taken are shared with the Customer Complaint Center and the Customer, and the Customer closes the corrective action.

The complaint is acknowledged and is being reviewed. The addressee is notified through the same channel as soon as possible, within the legal response period of 15 days. If the complaint relates to laboratory activities, the process is followed according to LAB-ŞE7-07- Elbor Testing Laboratory Customer Complaint Flow Chart. If it does not relate to laboratory activities, it is forwarded to the relevant unit via email.

If the complaint takes more than 15 days to resolve, the customer is informed through the same channel that the investigation is ongoing.

In principle, the validation, review, and resolution of complaints are carried out in accordance with Procedure P4 General Requirements (Impartiality and Confidentiality). (The results to be reported to the complainant are prepared, reviewed, and approved by a person(s) not involved in the laboratory activities subject to the complaint.)

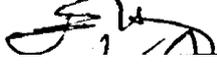
The laboratory is responsible for maintaining all complaint-related documents within its own units in accordance with LAB-PR11 Record Control Procedure.

All complaints are also evaluated at Management Review (MVR) meetings, conducted in accordance with LAB-PR22 Management Review Procedure, for monitoring and evaluating Elbor Testing Laboratories' service adequacy and improvement opportunities.

The results to be reported to the complainant are prepared, reviewed, and approved by person(s) not involved in the laboratory activities subject to the complaint.

6.3 Customer Privacy

Our laboratory allows customers/customer representatives to witness the experiments upon request, provided that they are notified in advance and comply with the rules outlined in this agreement (security, confidentiality, non-interference with experiments and results, etc.), with the approval of the Laboratory Director, and by ensuring that the rights of other customers are kept confidential (by removing any samples, analysis requests, analysis results, analysis reports, etc. that may be in the laboratory environment), and by obtaining a "Customer Visitor Commitment Form." During this time, visitors, along with Laboratory personnel, will not engage in any activity that would conflict with the independence of the experiment results and the Quality Management System.

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The laboratory protects all customer information, documents, test results, business and private studies, contracts, test and experiment results, and related services from third parties.

Protecting customer confidentiality is the responsibility of all personnel.

Customer information stored electronically is stored on a main computer and is password-protected. The customer's test methods, equipment, and documents are protected against laboratory visitors in accordance with the principles of confidentiality.

Not only is the customer's property, assets, and documents protected, but no verbal information is provided to laboratory visitors or other customers.

The following principles have been established in the Testing Laboratory regarding the use and protection of information. These are:

Purpose: Customer information should be collected for testing purposes.

Restricted use: Customer information should not be used without the owner's permission. Personal information should be protected against destruction, modification, and unauthorized use.

Data collection: Information collected must be relevant to the purpose, and unnecessary information should not be collected.

Regarding the use and transmission of information, information sent electronically to the Elbor Makine Testing Laboratory is sent in a format that prevents any changes to the information contained therein, and the following items are taken into account:

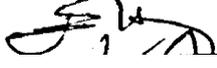
- a) Person to whom the test results are sent and their title,
- b) Confidentiality statement,
- c) Requested information.

Unless otherwise specified in the report to be submitted to the customer, the measurement uncertainty value will be given in the test report.

A service contract is signed with customers on an annual basis. This service contract specifies the customer's requirements and the laboratory's requirements. The methods applied as a result of the mutual decision made by the customer and the laboratory are specified in the contract. The relevant process is described in LAB-PR-08, Request, Offer, and Contract Procedure.

7. RELATED DOCUMENTS

LAB-F15-01 Customer Complaint Form	LAB-F01-02 Declaration of Impartiality and Confidentiality
LAB-F15-02 Customer Complaint Tracking Form	LAB-F01-06 Visitor Commitment Form
LAB-F15-03 Customer Satisfaction Survey	LAB-F01-08 Laboratory-Customer Privacy Protocol

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LAB-F15-04 Customer Satisfaction Measurement Survey Analysis	LAB-PR-01 Procedure for Control of Impartiality and Confidentiality
LAB-F15-05 Privacy Statement	LAB-PR-08 Request, Offer, Contract Procedure
LAB-F16-02 Corrective Preventive Action Form	