

QUALITY POLICY

- ✦ Our main mission is to continue to be one of the leading organizations in the sector by constantly developing and adding value to our services and brand with our long years of experience in health tourism.
- ✦ Customer / Client satisfaction and experience is our priority. For this;
 - ◆ In the services we provide; We are constantly improving ourselves to keep customer satisfaction at the highest level and to respond in the best way to changes in demands also by managing the feedbacks effectively.
 - ◆ Our priority is to create a sense of trust in client requests and demands. For this reason, in our portfolio, which we have created as a result of a long and meticulous research and screening process, we undertake and guarantee to provide first-class health tourism services with the most appropriate treatment methods in cooperation with high-quality clinics, well-known and reliable physicians with a certain image in Turkey.
- ✦ We want to be an institutional and sustainable organization. Therefore;
 - ◆ We care about creating and maintaining an effective quality management system in our organization and continuous improvement.
 - ◆ We manage our processes with risk-based thinking
 - ◆ We provide our customers with comfortable, safe and affordable health tourism services by eliminating processes that do not create value and using resources effectively.
 - ◆ We adopt a fast, practical and effective working system by using technological opportunities in corporate communication with all our stakeholders, including our customers and external providers.
- ✦ We know that the happiness of our employees will ensure the happiness of our clients, and we have adopted this understanding. For this;
 - ◆ To keep the satisfaction of our employees at the highest level while carrying out the activities,
 - ◆ To give importance to the social and individual development of the personnel and to ensure that the corporate culture is formed and settled in this way,
 - ◆ To raise awareness about hygiene, occupational health and safety in our offices, travel and service areas and to take the necessary precautionsAre among our basic quality policies

We would like all of our stakeholders to know that we ensure that we will achieve our goals with these policies, and we would like to inform you that all personnel working and will work in our institution have adopted this policy.

For your information

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