

Quality Management

Türkiye Hayat Emeklilik was entitled to receive ISO 9001:2015 Quality Certificate in 2022.



ISO 9001:2015 Quality Management Certificate

In 2022, as the first step, studies for the ISO 9001:2015 Quality Management System Certificate, which supports the objective of improving leadership, customer focus, evidence-based decision making, profitability and customer satisfaction, and providing the accreditation of the service quality offered to customers and business partners, have been initiated. 28 employees, who received training during the preparation process of the audit, obtained the ISO 19011 Internal Auditor certificate, and these auditors worked with over 100 directorates to complete the audit. Following the external audit in May 2022, the audit process was completed, and the Company was granted the ISO 9001:2015 Quality Certificate.

Renewed Certificates of Quality

The company's ISO 10002:2008 Customer Satisfaction Management System and ISO 18295:2017 Customer Relationship Management Quality Certificates were also renewed.