

## MÜŞTERİ MEMNUNİYETİ SÜRECİMİZ



## OUR CUSTOMER SATISFACTION PROCESS

### Our Quality Concept

- DHL Express Turkey was first certified with ISO 9001 Quality Management System certification, a global certification model and published by International Standards Organization (ISO) in Turkey in 1997. DHL Express Turkey continues its efforts to advance the service quality further by putting its customers at the epicentre of its management system, which has gained a systematic identity when DHL Express Turkey reorganized its ISO 9001 standard practices under the roof of DHL Express Europe in 2012, given the fact that DHL Express Turkey had maintained a sustainable success story in this area since 1997.
- Regarding that environmental sensitivity is a social accountability in parallel with its DP DHL GoGreen practices, DHL Express Turkey adopted a systematic approach once more under the roof of DHL Express Europe in 2015 to raise the bar for its environmental performance this time, and launched ISO 14001 Environmental Management System and was eligible to be certified with ISO 14001. It continues to advance its carbon efficiency thanks to many improvements in its organization, in particular, in buildings and fleet cars since 2015. In this respect, guiding its works towards its 0 Emission target (DP DHL's 2050 Mission), DHL Express Turkey is once more the leader in the sector for a sustainable future.
- In its TAPA journey that it started in 2006 for the certification of fast service that it has been offering without compromising the security of the dispatches, DHL Express Turkey managed to meet security standards set by Transported Assets Protection Association (TAPA) with all its facilities and thus it was awarded with globally famous

TAPA certificates. Upon this achievement, the number of DHL Express' TAPA-certified Service Centres reached 295 globally and it has become the Express service provider **with the highest number of TAPA certificates under its belt in the world.**

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- Moreover, Its Information Process Processes got standardized upon ISO 20000 Information Technologies Service Management System and ISO 27001 Information Security Management system certificates. This way, a more secure information network was set up and a huge step was taken to offer an Excellent Service Quality.
- It is the first company in the express transportation sector that was certified with ISO 10002 in order to enhance customer satisfaction based on the philosophy “*each complaint is a gift*” and to effectively manage customer complaints,

## Our Customer Satisfaction Policy

DHL Express handles customer demands and complaints objectively and fairly with a focus on customer and without acting in breach of the legal requirements and applicable laws. Personal details of our customers are kept anonymous and they are given clear and net information free of charge and on a timely basis. Based on transparency, it communicates with customers by keeping all access channels open. It tries its best efforts to prevent same issues that lead to unsatisfied customers.

In light of the foregoing, DHL Express:

- Makes sure that all DHL employees do their duties with a focus on customer in order to secure the top level customer satisfaction and loyalty.
- Starting with the target of being the first preference for its customers, it carefully listens to its customers and tries hard to convert complaints and feedback we receive into customer satisfaction.
- It makes sure that the areas for development determined on the basis of customer feedback will be improved and advanced by means of a systematic methodology.
- Aware of the fact that the basic condition to achieve customer satisfaction is closely related to the employee approaches and their level of awareness and knowledge, it makes sure that all its employees are involved in this process.

## ISO 10002

Having registered its competitive superiority and high quality service concept, DHL Express has set on its journey with the vision “We Listen to Our Customers” and makes sure that its customers go through an exclusive customer experience since the first time we contact them. In this respect, DHL Express targets to respond to the incoming calls within the initial 10 seconds and it tries hard to be by its customers whenever they are willing to reach DHL and to respond to the customer voices as fast as it can and to help them as quick as possible.

## **Why was DHL Express certified with ISO 10002?**

- To show that we really care about our customers and their opinions.
- To demonstrate that our system for the management of customer complaints is way above than our competitors as comparisons would indicate.
- To improve awareness and attention times of employees for customer complaints management.

## **MÜŞTERİ MEMNUNİYETİ SÜRECİMİZ**

### **Your feedback is important for us!**

A complaint is a way of expression for our customers about their dissatisfaction with DHL Express or its services. A dissatisfaction is based on the fact that DHL Express and/ or its services, products or employee attitudes fall short of meeting the relevant customer's expectations.

All DHL employees are responsible for bringing a fast solution for customer complaints received by them and they will make use of these complaints as an opportunity to enhance customer perception and satisfaction.

Complaints shall be addressed by the officers of such department that will be able to overcome the complaint as soon as possible within DHL organization.

### **Evaluation and Solution Processes**

- Complaints and demands received from our customers shall be addressed by the officers of such department that will be able to overcome the complaint as soon as possible within DHL organization.
- Our customers may get information from our Customer Services Department which offers its services on an around-the-clock basis and seven days a week for tracking their dispatches.
- Such issues that are referred by our customers and that need an investigation shall be addressed by an expert team and we contact 220 countries in the world online in order to finalize such issue as soon as possible.
- Our customers are assigned a single and direct contact person in the course of solution process until the very end, and in parallel with it, they are always provided feedback about the progress of the investigation.
- Whenever our customers complain about the way matters are handled and/ or about their other types of complains, departments that address the complaints shall pass

such complaints to the Customer Demands Department. Our customers may send us e-mails at the “Contact Us” section at our website ([www.dhl.com.tr](http://www.dhl.com.tr)) or to the address of [gorusleriniz@dhl.com](mailto:gorusleriniz@dhl.com) so that they can contact the Customer Demands Department and make a feedback

- All feedback received from our customers during office hours are recorded on the very same day and those ones received after office hours are recorded in the next business day and whenever necessary, an investigation is launched. Customers are strictly responded within 1 business day in any event.

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### How can our customers send their feedback to us?

- They can contact us by calling our line at **444 00 40** in our working hours (weekdays 08:00-20:00, Saturday 08:00-19:00) wherever they are located in Turkey. You can send all kinds of opinions, demands, suggestions and comments to us.
- Our customers may send us e-mails at the “Contact Us” section at our website ([www.dhl.com.tr](http://www.dhl.com.tr)) or they may click the following button to send your feedback. We kindly ask you to share your 10-digit DHL Tracking Number.



- In order to submit your feedback by e-mail, you can send them to [gorusleriniz@dhl.com](mailto:gorusleriniz@dhl.com),
- You can directly send your complaints or praises to DHL Express Turkey Director or DHL Express Turkey Marketing, Customer Relations and Corporate Communication Director by sending an e-mail over [www.dhl.com.tr](http://www.dhl.com.tr),
- For contacting us via mail or facsimile:
  - Our Head Office address:  
*Bağlar Mah., Yalçın Koreş Cad. No:20 34209 Yenibosna, Bağcılar/ ISTANBUL*
- Facsimile number for customer demands: 0 212 478 14 03
- Our contact details for your questions about invoices:
  - Phone: 0212 478 12 25, Facsimile: 0212 478 14 40
  - E-mail: [finansaltalepler@dhl.com](mailto:finansaltalepler@dhl.com)

### Legal Disclosure

In connection with “International Air Transport- Goods”, our Company carries out its operations subject to the Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Warsaw on 12 October 1929 (Warsaw Convention 1929) and La Hague Protocol dated 28 September 1955 which amended that Convention and rules of Additional Montreal Protocol no.4 dated 1975 and terms and conditions on the front and back leaves of Airway Bill as well as Terms and Conditions here. Courts of Istanbul shall have jurisdiction over any dispute that remains unsettled.

### **Check Terms and Conditions**



Confidentiality- DHL Terms and Conditions

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