
QUALITY POLICY

Villeroy & Boch is leading the way in premium products and services.

In pursuit of this goal, we are committed to:

With a customer-centric approach, we ensure our customers' needs and expectations are met in a **timely, damage-free, and secure manner.**

Providing **advanced storage conditions** to prevent product damage.

Contributing to the future with a **sustainable service** approach.

Implementing and continuously improving a Quality Management System that aims to elevate service quality to the highest level.

Ensuring quality at every stage of the supply chain through close collaboration with suppliers and business partners.

Complying with national and international standards and fulfilling applicable requirements to **ensure service quality and customer satisfaction.**

We are confident that **with the team spirit and unwavering commitment to quality of our colleagues who share the same principles and goals**, we will continue to provide services that meet the desired standards indefinitely.



Hasan PEHLIVAN
CEO