

As DETAY KAHVE SAN. VE TİC. A.Ş., our quality and food safety policy is; to produce quality and safe products that will meet the needs and expectations of customers and consumers. In this direction, it is essential to use the best raw materials and the state-of-the-art technology, to train our personnel continuously to ensure sanitary production in hygienic conditions and therewithal to ensure that the products are in accordance with International Standards and the Turkish Food Codex, and to continuously improve our activities and systems to provide the best service to our customers. It is the basic principle to meet the expectations and demands of our customers as soon as possible depending on the price and competitive environment, by making use of the improvement principles existing in our management systems.

PRINCIPLES OF OUR POLICY:

Prioritizing the Food Safety

In our company, it is ensured that our products are manufactured using materials appropriate for food, which are constructed in consideration of design appropriate for food. Control measures have been developed for all hazards that may arise at all stages and the effectiveness of these control measures is monitored by trained personnel.

Consumer and Customer Oriented Working

Our company meets the different needs, expectations and demands of our consumers and our customers and ensures the customer and customer satisfaction by gaining their trusts. Quality and product safety expectations of the customers are reflected in products and the creation of product values are ensured in conjunction with the customers.

Ensuring Safe Design

Our products and processes in our company are designed and controlled safely. All the hazards related to the designed products are analyzed, the risks are assessed and ensured that the risks are removed or eliminated.

Ensuring Quality and Food Safety Consciousness in All the Personnel

In our company, all the personnel are responsible for quality and food safety. The duties and responsibilities of each personnel with respect to quality and food safety have been determined. Trainings are organized periodically to ensure quality and food safety awareness in the personnel.

Implementing the Requirements of Management Systems and Improving the Systems

The requirements of quality and food safety management systems are implemented in all stages from raw material procurement to customer delivery and in associated processes, and data are gathered for improvements. Resources required for the improvement of all processes are provided, targets are set and access to the targets is monitored.