

Quality Policy

The goal at Kita Logistics is exceeding the expectations of the customers at all times. The greatest vote of confidence Kita can receive is to have good customers willing to trust Kita with their important business. At Kita, employees are provided with the opportunity to improve their skills continuously through regular training.

Excellence in quality is something that must be created and nurtured. Therefore, all that is done at Kita is customer oriented and the service procedures are continuously updated and improved based on customer surveys and feedback.

Our Quality Policies:

- Keeping customer data confidential.
- Exceeding customers' expectations with the service provided in the international transport and logistics fields.
- Creating an environment where the employees are considered as internal customers and providing them with the opportunity to improve their skills continuously.
- Taking off some of customer's workload by determining the best possible logistics solutions on a continuous basis.
- Delivering the cargo to final destination on time without any damage.
- Solving any problem that may occur during the transport, finding out the reason for it and preventing customer dissatisfaction at any cost.

