

ANKARA UNIVERSITY
LIBRARY AND DOCUMENTATION DEPARTMENT
QUALITY POLICY

- *In accordance with our Department's mission & vision; to establish a quality management system based on to provide information services supporting the education, teaching and research activities that provides standardization in all the services carried out in our Department.*
- *To increase the satisfaction of stakeholders and reputability & credibility of our Department by reflecting the quality approach to our internal & external stakeholders.*
- *To ensure that all University employees have quality consciousness.*
- *To enhance the self-competence, sufficiency & performance of all University employees and to increase the efficiency of our process of services by performing self-assessment as part of the betterment approach.*
- *To provide public service with a perception that is in accordance with legal order, ethical values, principles of professional ethics goes against all types of discrimination encourages task sharing*