

MANAGEMENT COMMITMENTS

3 QUALITY

Management Commitment No. 3:

QUALITY

SunExpress management and employees are committed to customer satisfaction through excellent service, achievement of total flight safety, full implementation of national and international regulations and realization of job satisfaction for SunExpress employees at all levels.

Customer satisfaction in this sense means we shall understand current and future needs, meet requirements and strive to exceed expectations.

SunExpress customers are our commercial customers and just as importantly, so is the Authority. Therefore, each employee shall endeavor to ensure full compliance with the requirements stipulated by Turkish Directorate General of Civil Aviation.

In order to achieve customer satisfaction, we shall ensure full involvement of SunExpress employees to enable their abilities to be used for the benefit of our company, use the process approach to achieve results, use the system approach to management, and aim for continual improvement of the overall performance of SunExpress.

Use of quality management principles lies with all members of SunExpress management staff. The Quality Manager is responsible for establishing and maintaining of the SunExpress Quality (Management) System in accordance with all applicable standards, rules and regulations, however, quality is everybody's business.

We urge all SunExpress employees to exercise the guidelines stated in this and the other three Management Commitments to help our company to become a world class airline.

Antalya, January 2008

SunExpress Management Commitments:

No. 1: Safety & Security No. 3: Quality
No. 2: Profit No. 4: Team Integration

Senior Management:

Hayreddin Ali AKBAŞ
Human Resources Management

Emre BAHTOĞLU
Sales & Promotions Turkey & Regional
Management

Gültekin BODUR
Quality Management

Michael BUCK
Director Commercial

Onur CANLI
Revenue Management

Nedim DEMİRELLİ
Director Technic, Purchasing &
Leasing

Ferah ERKAN/ Hülya UĞUR
Cabin Management

Capt. Muammer ERSOY
Safety Management

Carsten GÖBEL
Director Operations

Stella GÖNÜLTAŞ
Customer & Product Management

Capt. Vedat GÜRBÜZ
Cockpit Management

Ulrich MEURER
Sales & Marketing Europe Management

Mustafa MİNARECİ
Ground Operations Management

Capt. Miray KESİCİ
Flight Training Management

Mert KIZILOK
Controlling & Planning Management

Barış KÜÇÜK
IT Management

Hacı SAY
Deputy Managing Director

Cemil SAYAR
Maintenance Management

Paul SCHWAIGER
Managing Director

Capt. Ali TEZİŞ
Flight Operations Management

Ölcay TÜRKER
Finance, Accounting & Administration