POLAT life

POLAT GROUP HOLDING

Issue 12 **APRIL-MAY-JUNE** 2021 | Free

— **THE DIGITAL TRANSFORMATION** ADVENTURE CONTINUES

TRADITION FROM CENTURIES AGO: WHEAT —

— **INDUSTRY 4.0**
MURAT BAYAZIT
WIN EURASIA Special Projects
Sales & Business Development Director

APPOINTMENT OF A NEW PURCHASING MANAGER TO POLAT GROUP HOLDING —
Göksel Gökbel

The Future Goes Digital

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POLATGROUP® HOLDING

PUBLISHED BY
Polat Group Holding Anonim Şirketi

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EDITION TYPE
Local Periodical Free

DESIGN & DESKTOP PUBLISHING
Medyatik Fikir Reklam Ajansı Dan. Org.
Video Prod. ve Promosyon - Gülçe Ülker
Korutürk Mah. Funda Sok.
No:4 Balçova / İZMİR
T: +90 232 277 0 144
www.medyatikfikir.com

PRINTING HOUSE

Printing Date:

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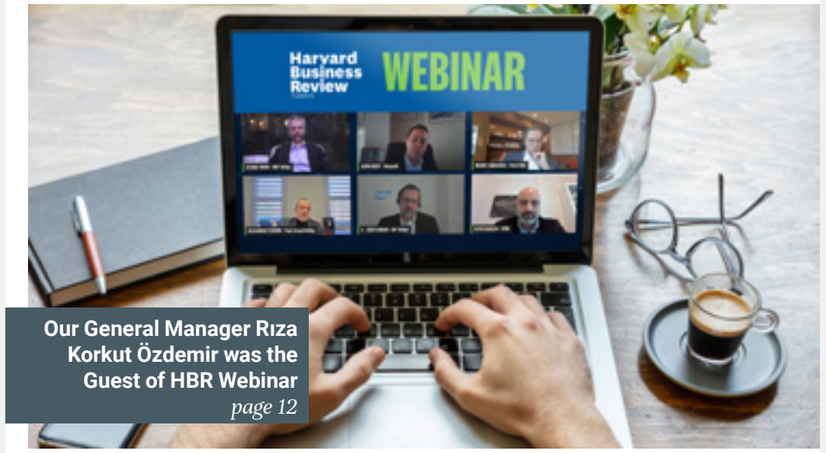

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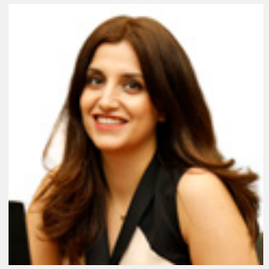


From the Editor

Dear Readers,

"Evolving on the road to digitalization will be inevitable for all companies."

In this issue, where we try to reflect the excitement of meeting you every three months, we focused on Digitalization processes, which is the most up-to-date issue of our companies.

As in the rest of the world, the Digital Transformation process is not a result to be watched or expected at Polat Group. Digital transformation is a journey that has a starting point and a starting time, but will never end. It is never a journey to complete, but on the contrary, it is an exciting process in which the right business processes are constantly improving and employees develop themselves rapidly and new skills are acquired with the support of personal skills as well as technology.

Digitalization, which is one of the most important steps in the struggle for existence of all institutions that want to achieve sustainable success, has gained a very different dimension over time.

As in the Polat Group and its companies, new working systems and ways of doing business emerged with the effect of Industry 4.0 in companies operating in the field of machinery production. With the developments in artificial intelligence and digitalization, companies are rapidly evolving towards digitalization. Increasing the ease of access to information and establishing businesses based on systems, not people, has become the basic need of the industry. In our institution, we will continue to develop powerful systems that provide permanent solutions to all problems with our new projects by meeting a significant part of this basic need.

Following and developing technologies in the world, valuing innovation and leading instead of resisting this strong change will be an important opportunity for companies to differentiate and create added value in their fields.

In short, I think you will curiously read this issue, which we prepared together with the opinions of the veterans working on this business, about what we have done about this process, which we call Digitalization or Digital Transformation, and what we will do.

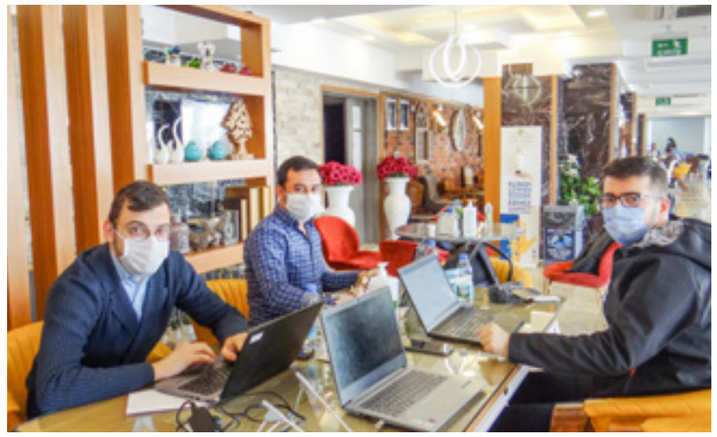
Hope to see you again with different guests and content in our next issue,

Stay with love.

Gülçin Çiçek
Corporate Communications Specialist
Polat Group Holding

Digital Transformation Adventure Continues at Polat Group Holding

Polat Group Holding completed its digital transformation adventure through a devoting process, at the end of 11-month teamwork.



In Polat Group Holding and companies, digitalization projects, one of the most important steps of the requirements created by **Industry 4.0** were implemented as of January.

Maintaining its leading position in its sectors Polat Group Holding, **Polat Makina** and **Polat Group Redüktör**, due to the sectors in which the companies are located; it is of great importance to be able to obtain and process data flows in quality, speed and control mechanism in production in a more practical way. The projects initiated at Polat Group Holding both to adapt to the new ways of doing business created by the digital world and to make business life practical by creating digital factories were largely completed as of January.

Today, storing and processing data is of great importance, and only companies that can keep up with digitalization in the world can survive. We have completely digitalized the ERP, Sales, Service, Warehouse management, Optimization projects in Polat Group Holding and its companies as of January 2021 and put our projects live. Our next goal is

to contribute to sustainability by making remote factory management effective with our digital factories.

Digital Transformation at Polat Group Holding and its companies receives data from the field through cloud technologies and IOT systems on SAP. It can obtain efficiency reports with SAP MMI modules and thus improve its processes faster. Continuing its journey to a digital factory, Polat Group Holding provides completely cloud-based services.

Polat Group Holding, which started a new structuring in ERP and human resources processes with SAP projects, completed this journey with 11 months of teamwork.

The project was completed through a devoting process with the participation of 20 consultants and nearly 100 employees of Polat Group Holding and companies. At the same time, 80% of the project was remotely managed during the transition phase of the project due to the pandemic process.

Today, storing and processing data is of great importance, and only companies that can keep up with digitalization in the world can survive.

> “Today, storing and processing data is of great importance, and only companies that can keep up with digitalization in the world can survive.”

While Polat Group Holding companies provide much more efficient and fast data flow with the SAP EWM module in warehouse management, they have enabled their CRM and service applications on the SAP Cloud system and S4HANA on KoçSistem.

Mr. Hüseyin Aksoy, Governor of Aydın, Visited Our Polat Makina Factory

During the visit accompanied by İbrahim Polat, our Board Chairman; Neclet Demir, Polat Group Redüktör General Manager; Volkan Polat, Polat Makina CEO and Sedat Arı, Polat Makina General Manager; our production activities, our investment targets in Aydın and our new projects were mentioned. We thank Mr. Hüseyin Aksoy for his visit and valuable ideas.

News from us

Visit within the Scope of Public Universities and Industry Cooperation

Within the scope of Public Universities and Industry Cooperation; today, Dr. Ömer Faruk Günay, Aydın Provincial Deputy Governor; Ahmet BAYRAMER , Aydın Science Industry and Technology Provincial Director; Rahmi Terzi, İşkur Provincial Director; Prof. Dr. Özge Çevik from Aydın Adnan Menderes University and her valuable colleagues visited Polat Group Holding. We thank our guests for their visit and valuable ideas.

Integrated Management Systems Training

We have started our 2021 Management Systems Projects with the integrated management systems training held on March 8-9. In addition to our ISO 9001 Quality Management system studies, we will manage the ISO 14001 Environmental Management System and ISO 45001 Occupational Health and Safety Management systems together with all process owners with a sustainability approach. In line with this purpose, we completed our training in team spirit and planned the work we will do during the year.

Photos of the training we received on ISO 14001 and ISO 45001, which we will manage in an integrated manner In addition to our Quality Management system studies...

Our General Manager Rıza Korkut Özdemir was the Guest of HBR Webinar

Rıza Korkut Özdemir, General Manager of Polat Group Holding, joined as a speaker in the Webinar "Those who Create Value by Using Technology and Experiences of Smart Business Journey".

Serdar Turan (Moderator)
HBR Turkey, Chief Editor

Mehmet Abbasoğlu
Petrol Ofisi CEO

Rıza Korkut Özdemir
Polat Group Holding General Manager

Alper Karaçar
KPMG Turkey, Partner | Information Technologies Leader

Alkin Aksoy
Detaysoft, General Manager

Uğur Candan
SAP Turkey, General Manager

Mehmet Abbasoğlu, Petrol Ofisi CFO; Emin Alper Karaçar, KPMG Turkey's Partner; Uğur Candan, SAP Turkey General Manager; Alkin Aksoy, Detaysoft General Manager joined the webinar held on "Those who Create Value by Using Technology and Experiences of Smart Business Journey" moderated by Serdar Turan, Harvard Business Review Chief Editor and on which Rıza Korkut Özdemir, Polat Group Holding General Manager was guest. An extremely enjoyable online chat, which received great interaction, was held.

During the conversation, our General Manager Rıza Korkut Özdemir talked about the digital transformation processes in our group companies, and the process that took place while we were taking our projects completed by working 80% remotely. In addition to providing information about our upcoming processes and projects, he also made suggestions to other companies operating in the same sectors as our group companies.

The skills gap will continue to be high as demanded skills in jobs change over the next five years.

Murat Bayazıt
WIN EURASIA Special Projects Sales & Business Development Director
Hannover Fairs Turkey

Industry 4.0 Process

We had an enjoyable interview with Murat Bayazıt, Special Projects Sales and Business Development Director, about "Industry 4.0 process", new technologies for the next five years and beyond, artificial intelligence and 5G technologies.

Hello Mr. Murat, first of all thank you very much for your time. One Most of us know you as an Industry 4.0 speaker, but can we still listen to you, can you tell us about yourself and your work for Polat Life readers?

I graduated from Uludağ University Electrical and Electronics Engineering Department in 2007. After 10 years of experience I have gained in the machinery and automation sector, I am carrying out my duties as Director of Special Projects Business Development responsible for WIN EURASIA exhibition sales at Hannover Fairs Turkey, Deutsche Messe's Turkey subsidiary, where I joined in 2017. I'm also carrying out the technological advocacy in Turkey, of the global projects implemented by Deutsche Messe on the Industrial 4.0 and 5G technologies.

How did you discover your potential for speech and decide to become a speaker?

Today, if we look at the skills that will be needed in the future announced by the World Economic Forum, we can say that a future where communication, analytical and social skills come to the fore. Again, with the pandemic, the digitalization brought about by the changing ecosystem and the expression of brands in digital are of great importance. As a company, we came together in our live broadcast series with speakers who are experts in different subjects and fields, by actively using social media channels in order to manage this period efficiently and contact our customers and visitors. I represent my company and our brand on digital platforms with the contribution of my technical, engineering background and long years of experience in the field of technology.

It would be an overall question, but how have the concepts of Industry 4.0 and IOT changed our lives and what do you think about Turkey's progress in Industry 4.0 compared to other countries?

Actually, IoT (Internet of Things) is not a new concept. The Human-to-Machine concept of 30 years left its place to the Machine-to-Machine concept 15 years ago. With the widespread use of 4G technology in 2009, all wired communication devices have evolved with the concept of wireless communication of IoT. We can say that all technologies developed in this process are actually complementary technologies to each other. However, with the digitalization that we call cyber systems and the concept of Industry 4.0 in 2011, IoT became the constant technology term of our lives. Looking at today, we can say that all smart devices communicate wirelessly and quickly for a purpose. Control of all systems from a single point, flexible production, speed and automation constitute the vision of Industry 4.0 for smart production. With Industry 4.0, new professions also enter our lives. Especially if we look at past industrial revolutions, the welfare level of people has increased after each. Industry 4.0 also contributes to the economy and ecosystem. When we look at our country, we cannot say that Industry 4.0 is behind other countries. Especially we missed the previous industrial revolutions, but the same is not true for Industry 4.0. The transition of countries to Industry 4.0 will take place in the next 20 years. Awareness is created under the leadership of NGOs and we see many application examples. On the other hand, a large part of our country consists of SMEs. In this sense, it is very important that we transfer Industry 4.0 to our SMEs correctly.

How will Industry 4.0, Artificial Intelligence and 5G technologies change our lives in Turkey and the world?

First of all, it is useful to say clearly that Industry 4.0 is a vision and in order to have this vision, some complementary technologies must be in our lives. Industry 4.0 means automation or having robots in production does not mean Industry 4.0. Industry 4.0 is to make all systems smart and work on the digital platform, to transform the obtained digital data into value with machine learning, and to provide efficiency with preventive predictions and improvements at the end of the process. In converting data into value, we come across Artificial Intelligence software. It is not possible to talk about Industry 4.0 without Artificial Intelligence. The basis for low latency, wireless and secure communication of the devices in the entire system will be 5G technology. With 5G, unlimited device control will be provided from a single center.

By 2030, the additional contribution of Artificial Intelligence to the world economy will be 15.7 trillion dollars. In 2020 alone, Artificial Intelligence made an additional contribution of 2.3 trillion dollars to the world economy. When we look at 5G, it is predicted that it will contribute 13.2 trillion dollars to the world economy until 2035. With the exponential increase of technology, we can say that new opportunities will emerge in different areas. Especially 5G will expand the use of autonomous vehicles, smart cities and industrial robots.

With these technologies, 150 million new professions will enter our lives within 10 years. While machinery will do 75 million new jobs, 35 million of the remaining jobs will be done by 6/12 months of training. It is not clear whether either human or machine will make the remaining 40 million jobs with what skill and competence! With these technologies, we will see that in 5 years, 85 million jobs will be destroyed due to machine human disconformity, and instead, 97 million jobs that require more qualified and high technology.

As you know, there are new favorite occupational groups created by digital transformation, and software has gained more importance. When you think about it in this sense, how would you recommend the new generation leaders to improve themselves?

In Figure 22, you can see the occupations with increasing demand and decreasing demand. We can say that all but a few of the 20 professions where demand has increased, are related to the development, application and use of new generation technologies. For example, IoT Expert at 10th rank was not included in the graph with the same heading of the report 2 years ago. Likewise, a striking change is that the Digital Marketing Specialist profession has risen from 20th to 4th in 2018.

After 2018 and 2022, we do not see very different skills in the 2025 table. The only important difference is Technology. In 2018, there was no tech-related skill among the skills.

For 2022, "New Technologies Design and Programming Skill" was included in the list. In 2025, "Technology

	Increasing Demand		Decreasing Demand
1	Data Analysts and Data Scientists	1	Data Entry Officers
2	Artificial Intelligence and Machine Learning Specialist	2	Administrative and Administrative Secretary
3	Big Data Expert	3	Accounting Bookkeeping and Payroll Officers
4	Digital Marketing and Strategy Specialist	4	Accountants and Auditors
5	Process Automation Specialist	5	Assembly and Factory Workers
6	Business Development Specialist	6	Business Services and Administrative Managers
7	Digital Transformation Specialist	7	Customer Information and Customer Service Employees
8	Information Security Analyst	8	General and Operations Managers
9	Software and Application Developers	9	Mechanical and Machine Repairmen
10	Internet Of Things Expert	10	Material Registration and Stock Holding Officer
11	Project Manager	11	Financial Analysts
12	Business Services and Administrative Managers	12	Postal Service Officer
13	Database and Network Experts	13	Sales Representative, Wholesale and Manufacture, Tech, and Sci. Produ
14	Robotics Engineer	14	Relationship Managers
15	Strategic Advisor	15	Bank Teller and Related Clerks
16	Management and Organization Analysts	16	Door-To-Door Sales, News and Street Vendor
17	FinTech Engineer	17	Electronics and Telecom Installers And Repairers
18	Mechanical and Machine Repairmen	18	Human Resources Specialist
19	Organizational Development Experts	19	Instructor
20	Risk Management Specialist	20	Construction Worker

Figure 22 - Top 20 business roles with increasing and decreasing demand across sectors

Usage, Monitoring and Control" was added to the list. To explain this a little bit, we can say the following; In the next five years and beyond, it will be critical for all organizations to follow new technologies and technology trends, to interpret them correctly, to use them and to turn them into benefits. The demand for employees with this skill will also increase.

Skills Demanded in Business

2018	2022
Analytical and innovative thinking	Analytical and innovative thinking
Ability to solve complex problems	Having effective learning strategies
Critical thinking and analysis ability	Creativity, originality and initiative
Having effective learning strategies	Ability to design and program new technologies
Creativity, originality and initiative	Critical thinking and analysis ability
Attentive work, reliability	Ability to solve complex problems
Emotional intelligence	Leadership and social influence
Reasoning, problem solving and fast comprehension ability	Emotional intelligence
Leadership and social influence	Reasoning, problem solving and fast comprehension ability
Coordination and time management skills	System analysis and assessment

If we look at the Oxford University's Future of Employment report, it is emphasized that the life cycle of professions has decreased from 30 to 5 years and all repetitive jobs will be automated. Therefore, we will see more machine / human cooperation and competition. In this context, we need to improve our creative skills and emotional intelligence competencies because these two concepts are very critical for us to compete with machines.

In the next five years and beyond, it will be critical for all organizations to follow new technologies and technology trends, to interpret them correctly, to use them and to turn them into benefits.

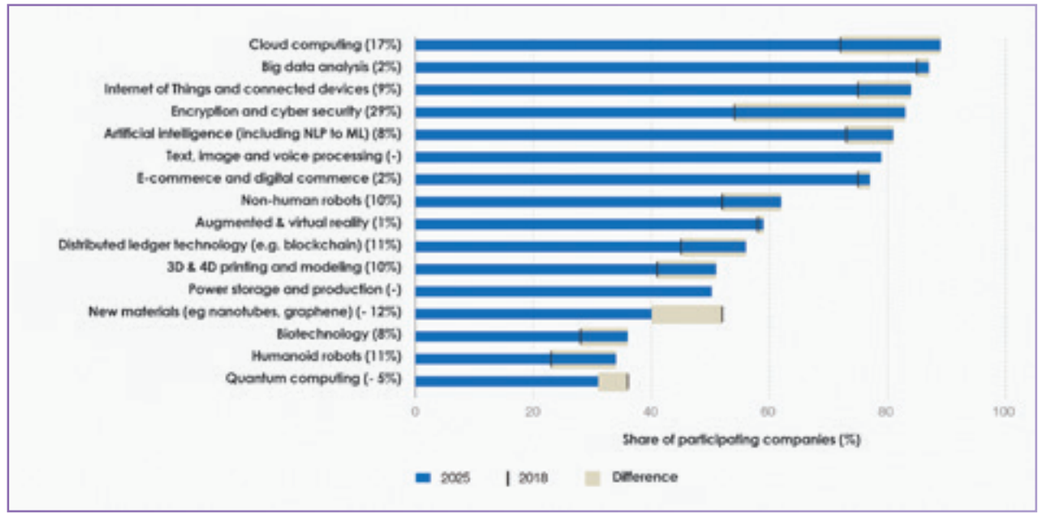


Figure 18 - Technologies likely to be adopted by 2025

> "In the next five years and beyond, it will be critical for all organizations to follow new technologies and technology trends, to interpret them correctly, to use them and to turn them into benefits."

We carry out both gradual and mass production in Polat Makina and Polat Group Redüktör companies, which are within the body of our Polat Group Holding company. We have largely completed the digital transformation of our companies and we still have projects that are being worked on. What awaits companies like us in the future, what are your predictions?

In Figure 18, you can see the technologies likely to be adopted by 2025 and the difference with the 2018 expectations. For example, cloud computing, which is at the top of the list, received 17% more votes in 2025 according to the 2018 research in the category of technologies to be adopted. Again, for example, new materials received 12% less votes. To interpret briefly; among the technologies we will adopt and use by 2025, cloud computing, big data analysis, internet of things (IoT), encryption and cyber security, artificial intelligence, text - image - voice processing will stand out.

The period in which companies completing their digital transformation process in the future will create value after this transformation will begin.

Finally, I would like to ask you about the importance of company culture in Digital Transformation journey. Can we talk about this a little bit?

In the future, apart from the technology investments of companies, it will be of great importance that employees adopt these technologies. Especially the concepts of Digitalization and Digital Transformation will go hand in hand. No technology investment will succeed without a cultural transformation.

Therefore, it is necessary to closely monitor the cultural change that the World Economic Forum has noted. The skills gap will continue to be high as demanded skills in jobs change over the next five years. In the newly constrained labor market, the window of opportunity for workers to regain and improve their skills has been shortened. For employees who want to remain in their jobs, 40% of the basic skills required will change over the next five years, and 50% of all employees will need to be recruited. The name of the field where human resources professionals will also work seems to be transformed into "People and Culture".

Interview **Gülçin Çiçek**
Corporate Communications Specialist
Polat Group Holding

Göksel Gökbel
Purchasing Manager
Polat Group Holding

Appointment of a New Purchasing Manager to Polat Group Holding

Let's get to know Mr. Göksel Gökbel, who has been appointed as Purchasing Manager at Polat Group Holding.

Hello, welcome to Polat Group Holding. First of all, help us to get to know you ... Could you tell us about yourself and your career so far?

I was born in November 1981, I have lived in İzmir where I completed my education as well. I graduated from İzmir Atatürk High School in 1999, after high school; my education life continued, first in Isparta and then in Vancouver / Canada. I am a Mechanical Engineer and my business career started as a production and design engineer at the firm "Oerlikon", a subsidiary of Zaimoğlu Holding group. Subsequently, I continued as the automation and plasma cutting group project chief. The company I combined mechanical engineering with purchase work is Groupe Atlantic. I continued to work as a purchasing manager in the company where I started as a project manager. The last 5 years of my career have continued at Schneider Electric in different branches of purchasing. Finally, I started to work as purchasing manager within Polat Group Holding.

How did you decide to transfer to Polat Group Holding?

First of all, I have determined what kind of company I want to continue my way with the experiences of companies in 3 different structures, which have very important places in my career. I thought that the steps and vision taken by Polat Group company in the name of growth and institutionalization were very much in line with the target I set myself and I applied for the position of purchasing manager. Our interviews within Polat Holding continued with

Rıza Korkut Demir, our General Manager and İbrahim Polat, Board Chairman. Using my experiences, creating a systematic purchasing structure and being in this growth with maximum profitability are one of my biggest goals.

Could you briefly talk about the criteria for making the right purchase? Can the price alone guide the purchasing choice?

It is necessary to be cost-oriented rather than price, to think about the future, not to save the day, and strategic purchasing should be applied on the future. A structure that anticipates the needs in advance, forms the strategic plans of the company, guides the strategies, plays an active role in new product development processes, manages supplier relations and risks, implements supplier evaluation and development programs, and acts with common goals with its suppliers is the basis of correct purchasing.

One of the most important goals of purchasing is efficiency; for this reason, we must systematically adapt the efficiency studies. Accordingly, the harmony of purchasing, procurement, planning, quality and R&D departments is very important. In addition, as the purchasing department, we must determine a correct purchasing strategy starting from our main material categories. We should expand our supplier network in main categories as optimization is required depending on the number of suppliers.

> “It is necessary to be cost-oriented rather than price, to think about the future, not to save the day...”

Can you talk a little bit about the purchasing processes in manufacturing companies? What are your most important criteria when determining your suppliers?

The processes of manufacturing companies can vary within themselves, and the purchasing processes and dynamics of a company that makes a completely mass production company and a company that makes project-based sales are completely different from each other. Based on this, the most suitable supplier should be selected for the company dynamics. We have to expand our supplier network, especially in the main categories. There are many details that affect the decision in the supplier selection criteria, of course, reasonable price, quality, lead time are very important, but the supplier vision is evaluated in a versatile and detailed manner, together with elements such as technical infrastructure, capacity and capability (production competence), financial power, customer sectors, and the appropriate selection is made.

What is the role of purchasing in the digital transformation processes experienced in companies in the last 10 years? How do these digital transformation processes guide purchasing?

I strongly agree with the importance of digitalization and the first priority of all global companies is digitalization and they set serious targets for these steps. For this, a good system and infrastructure is needed first. The biggest goal of purchasing is efficiency. With digitalization, the time spent physically will be minimized and time will be saved. In addition, it strengthens and accelerates our relations with the supplier as a purchasing and adds professionalism to our work. One of the most important elements is that the information is kept systematically.

Could you tell us about the projects and plans you plan to realize for Polat Group Holding and its companies?

In line with the competition and digital age, it is now inevitable for our purchasing department to create a strategic and lean purchasing process that will adapt to Industry 4.0, and to make the basic and technical competencies of purchasing experts suitable for the lean and strategic purchasing process.

In conditions of increasing competition, purchasing is very important in reducing costs by increasing the quality. For this reason, it is my biggest goal to contribute to the increase of Polat Makina and Polat Group Redüktör, which are affiliated with Polat Group Holding, in the market and to create the most correct purchasing strategy in this direction. I plan to classify our productivity projects and monitor them systematically. In addition to the productivity projects we carry out within ourselves, it is necessary to initiate efficiency projects based on the win-win principle at the supplier. The self-development of our suppliers with our progress and the follow-up of the projects to increase their level, as well as developing the supplier network in our main categories will be among my main projects.

What is the secret of your success when you consider your business life? Could you tell us about the way you work and your principles?

I have always had a goal, and no mood that gives up when obstacles arise in line with my goals. This is one of the main elements of my success. Another is communication, and I believe in the power of communication, so it is very important for me to have good relations with my colleagues, managers, team and suppliers I work with.

The way I work is based on being system and result oriented. In addition, I try to use my time well to maximize my potential. I have a responsible personality and honesty, integrity, loyalty and respect to the company I work for are very important to me.

I appreciate your time. Finally, what would you like to say to Polat Life readers?

Polat Group is an important holding company with a vision, increasing its market share. I am very happy to be a part of this group and I am very excited to convey my experiences and to establish a systematic and strategic purchasing structure. I would like to thank our chairman of the board, Mr. Ibrahim and our general managers for offering me this opportunity.

Interview **Gülçin Çiçek**
Corporate Communications Specialist
Polat Group Holding

PGR Management Systems Studies

We had a pleasant conversation with Gül Sultan GÜLDAL, PGR Quality Systems Engineer, by evaluating the management systems studies, improvable and sustainable areas, innovative and technological perspective.

Polat Group Redüktör has demonstrated the importance it attaches to quality and quality products with its **"Management Systems Studies"**.

It has been continuing its ISO 9001 Quality Management studies since its establishment. It works with a large experienced and cooperative team to establish, expand and develop the system. It is aware of the need for a robust and sustainable management system to reveal its opportunities to minimize its risks and to improve all its processes, as well as to ensure internal and external customer satisfaction. In this direction, the quality management system continues and continues to improve.

Within the scope of the principle of continuous improvement, which is the main purpose of the systems, it has made this design in S / 4HANA digital transformation as well and started to follow all areas to be improved from here. It showed its technological and innovative perspective here as well.

- After selling with the goal of 100% customer satisfaction, it tries to evaluate all kinds of feedback from customers and turn them into opportunities.
- Polat Group Redüktör, which is sensitive to the environment and works with the goal of zero waste, carries out all the work that falls on it and ensures that it is sustainable by improving the work done.
- The aim is to ensure the well-being of employees in their work environment and to ensure the satisfaction of the internal customer as well as the external customer. The processes are designed with the main aim of protecting the health and safety of all employees.•
- One of the company's basic philosophies is to protect the corporate memory and protect the safety of employees' labor and great effort.

In this direction, studies on ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System, ISO 10002 Customer Satisfaction Management System, ISO 27001 Information Security Management Systems, and receiving the certificate of conformity upon the audits as a result studies, have been added among 2021 projects.

In this context, it has organized its documentation structure. The committee has started its preparations for risk and opportunity management. It received the necessary trainings to raise the awareness of its employees for integration and to establish a strong management system by including all employees in the processes.

Polat Group Redüktör proceeds on its way by expanding and strengthening its sustainable Management Systems studies every year.

Gül Sultan Güldal
Quality Systems Engineer
Polat Group Redüktör

One of the company's basic philosophies is to protect the corporate memory and protect the safety of employees' labor and great effort.

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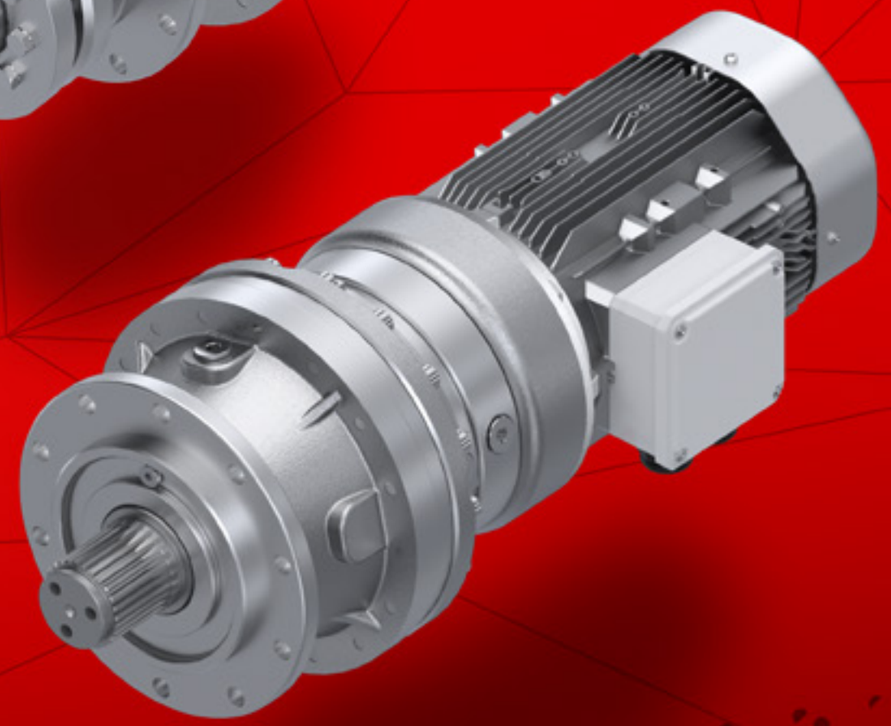

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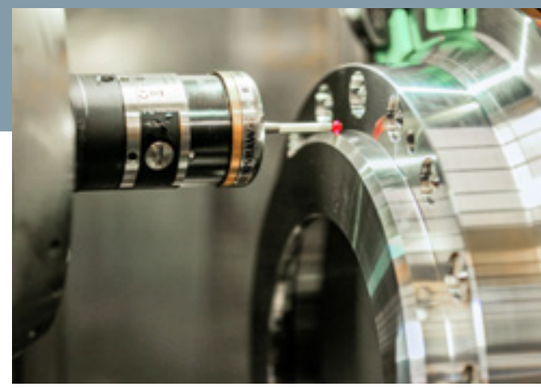
“As Polat Makina, customer satisfaction comes first for us. We work with the slogan of “Quality First-Customer First”.”

Cemil Neşet
Quality Manager
Polat Makina

Quality Processes at Polat Makina



We had a pleasant conversation with Cemil Neşet, Quality Manager of Polat Makina, on issues such as quality processes and operation, quality assurance, product certification, management systems, and calibration activities.

Hello Mr. Cemil, first of all, can we get to know you and get information about your position in Polat Makina?

Hello, I was born in Uşak in 1983, I am married and I have a daughter. I graduated from Istanbul Technical University Metallurgical Materials Engineering. Later, I completed my master’s degree at the same university. In addition, I received Executive MBA education at Izmir University of Economics during my working life.

During my 12 years of working life, I worked in different companies, mainly in the automotive sector.

I started my career in 2008 at CMS Jant ve Makina in Izmir. After working as a manager in the Quality and R&D departments, I started to work as a Technical Manager in the Italian CLN Group’s wheel factory in Aydın in 2014. After working here for 4 years, I worked as the Project and Engineering Manager of Mebant Company, which operates in the automotive sector in Eskişehir. I joined Polat Makina family by starting to work as Quality Manager in November 2019.

At Polat Makina; I manage the quality control, quality assurance, calibration, product certification and quality management systems processes within the quality department.

Can you talk a little bit about the quality processes and operation of Polat Makina? What processes are followed for the emergence of a quality product?

Quality processes in Polat Makina covers quality control, quality assurance, quality management systems activities, calibration and product certification activities in all processes from the supplier to the customer.

The products go through the following control processes until they are delivered to the customer:

Incoming Quality Control: The incoming products

supplied from our domestic and foreign suppliers according to the purchasing specifications of Polat Makina are completely controlled by the input quality control department. Incoming products; are controlled according to the size, material composition, mechanical strength, color, visual and other features and requirements which are specified in our technical drawings, product specifications or product technical certificates.

We constantly check and evaluate the quality performance of our suppliers and develop them with the necessary feedbacks and corrective / preventive actions. By using the continuous improvement methodology, we take actions to increase the quality performance of our suppliers, and we ensure our incoming product quality sustainability by performing supplier visits and audits.

Process Quality Control: Quality control activities which are applied in production processes such as material preparation, machining, welding, assembly and paint. At the relevant processes and machines, the quality team checks whether the first piece produced after set-up conforms to the dimensions and requirements which are specified in the technical drawing, and first approval was given to the production department. Production starts with the first approval mechanism. Produced parts are checked and the results are recorded. In this way, the quality of the parts produced in the process is ensured and products which are not OK for the next stage are prevented.

Final Quality Control: Visual, functional and performance tests and controls are performed for all products and machines assembled according to their product type and working principle. After the tests and controls, the machines that meet all the requirements are sent to the dispatch unit ready for shipment by the quality department with the quality control approval label pasted on it.

Orders; After the visual, packaging and loading controls made according to the order list in the shipment area by the quality department, the necessary approvals are given to products and shipped to our customers.

Quality Assurance, Product Certification, Management Systems, Calibration Activities:

We carry out activities to ensure that our Integrated Quality and Food Safety Management System works effectively and continuously in accordance with the company strategy and goals in all processes.

We carry out product certification activities for our products, such as CE, ATEX, TSE, EAC, SASO etc. with management systems.

We ensure its up-to-dateness by the preparation of technical files and documentation of product and management systems and following relevant national and international standards and regulations.

We carry out activities to improve customer satisfaction by analyzing customer satisfaction and feedbacks regarding our services and products offered to customers.

We ensure the quality of our processes and products together with the accuracy of our measurement and control equipments , by effectively carrying out the internal and external calibration processes of all measurement and control equipments used within our company.

What are your new goals as the quality department in the next period?

In 2021, we aim to strengthen Polat Makina's integrated quality management system by completing the certification studies of ISO 27001 Information Security Management System, ISO 3834 Welded Manufacturing Qualification Quality Management System, ISO 45001 Occupational Health and Safety Management System, ISO 14001 Environmental Management Systems.

How does the feedback you receive from customers affect the quality processes? Do you have a goal for customer satisfaction?

As Polat Makina, customer satisfaction comes first for us. We work with the slogan of "Quality First-Customer First".

As Polat Makina, we aim 100% Customer Satisfaction.

By analyzing the valuable feedbacks that we receive from our customers,

together with the relevant departments and taking actions as soon as possible, we are carrying out our job with the goal of improving continuously customer satisfaction.

In addition, we conduct periodic customer satisfaction surveys in which we ask our customers about our product and service quality, performance and their expectations. The findings that we have obtained by analyzing these surveys contribute to us in developing strategies, targets and actions in a customer-oriented manner.

We see our customers as a stakeholder, we believe that the brand “POLAT” will be one of the leading brands in the world in the centrifuge sector by constantly improving ourselves with their ideas and thoughts.

Polat Makina is a company exporting to many different countries, and therefore in countries like Turkey, Europe, and the United States different standards can be applied. How do you manage this?

> “With the continuous improvement methodology, we take actions to increase the quality performance of our suppliers, and we ensure our input product quality sustainably through supplier visits and audits.”

For the products we manufacture and sell; the standards and regulations applied according to the product, sector and country differ. In addition to these, customers may also have special requests. The regulations, standards that we work with and the expectations of our customers are increasing day by day.

Within the Quality Department; the quality certifications of our system and products are secured according to the current situation by continuously controlling and monitoring the relevant standards and regulations within the scope of quality assurance and management system activities.

In addition, the necessary certification studies for new products (CE, TSE, ATEX etc.) are completed before the transition to mass production. In addition, the necessary actions are taken by evaluating the special requests of the customers and the market during the offer phase.

We carry out activities to ensure that our Integrated Quality and Food Safety Management System work effectively and continuously in accordance with the company strategy and goals in all processes.

The focus of quality departments in companies should be to prevent these nonconformities permanently with an error prevention approach by using 8D or similar corrective and preventive action methods, by conducting root cause analysis for errors or inefficiencies which are occurred in all processes and products from supplier to customer, taking necessary and effective actions with a teamwork, rather than operational product controls.

It should be able to understand customers accurately, on time and continuously as the “Voice of the Internal and External Customer” within the company. Listening to the customer’s voice and experiences is to see the shortcomings, expectations, to evaluate them, and to find ways to improve. This situation will provide the company with the opportunity to continuously improve itself and to be more competitive and successful in the sector.

With the continuous improvement methodology, we take actions to increase the quality performance of our suppliers, and we ensure our incoming product quality sustainability by performing supplier visits and audits.

Finally, what would you suggest to other manufacturing companies regarding the actions to be taken in the quality department?

Companies that increase their profitability, brand success and market share in today’s industry; are companies that take customer satisfaction as a basis and prioritize, build and align their strategy and processes accordingly, and constantly improve themselves and compete.

Companies must carry out continuous improvement activities in a way to eliminate the poor quality and inefficiencies in their processes in order to achieve and develop the strategies and targets of the company by internalizing the total quality philosophy in all organizational processes.

It should be aimed to produce the best quality product at the lowest cost with the slogan of “Zero Error” by emphasizing the understanding of “Preventing Error” instead of “Sorting” within the company.

Interview

Gülçin Çiçek
Corporate Communications Specialist
Polat Group Holding

Tradition Coming from Centuries Ago: Wheat

Wheat, known as the symbol of fertility for centuries, is one of the basic food sources in the world. Especially in Anatolian lands; it is not just a plant, but an integral part of our culture, it has become our tradition. These lands, known as "granary", are now home to 23 wild wheat types and more than 400 cultivated wheat varieties. Even **The Upper** Mesopotamia Region (Southeastern Anatolia Region), which is also called as "Fertile Crescent" , has passed into the history of civilization as the geography where wheat was domesticated for the first time and spread to the world.

> "Wheat, known as the symbol of fertility for centuries, is one of the basic food sources in the world."

The use of starch, the most important compound of wheat, which has a vital importance in the history of civilization, dates back to the pre-dynastic period of the Egyptians. During this period, starch obtained from wheat was first used as an adhesive to bond papyrus papers. The scientific writing of the starch production process was carried out by the Roman statesman Marcus Porcius Cato (Sage Cato), who lived between 234-149 BC.

Wheat starch production in the middle ages became an important industry in the Netherlands, and for a long time it was considered to be of high quality. The first form of starch modification applied in this period emerged as a result of hydrolysis of starch with vinegar.

19th century has witnessed a tremendous development in the starch industry with the demands of the mostly textile, color printing and paper industries and the discovery that starch can be easily converted into a gum-like product known as dextrin. Starch; in addition to sweetener and ethanol production, it is also used as a laundry starch because it provides more hardness to the laundry at low temperatures. Starch as everyone knows; since no chemicals are needed in its production, it is also preferred in the production of bakery products.

How Should an Ideal Starch Be?

Undoubtedly, every producer expects minimum cost in addition to obtaining maximum efficiency. Of course, these two elements alone are not enough for an ideal starch production. We can list all the elements as follows:

- High gluten yield together with high gluten quality.
- High starch yield with high starch quality.
- Low power consumption
- Low water consumption.
- Economical and effective wastewater treatment.
- Longer working time with less service requirement.

> "Polat Makina Continues to Offer Solutions for Needs."

Polat Makina; while providing solutions for the starch industry for years with its 2 and 3 phase decanters is your greatest assistant in achieving desired efficiency and performance.

Polat Makina; as it works one-on-one with its customers, it analyzes the difficulties and expectations they face in the best way and ensures that they achieve success regardless of their goals.

Aysu Sağdıç
Marketing Specialist
Polat Makina

Polat Makina:
Leading in Quality, Sensitive in Service, Competitive in Price

Polat Makina strives to be the “best” in innovation, quality and service with a total of 9 companies and 11 dealers addressing different sectors in 5 domestic centers in addition to Germany, Greece, Morocco and Italy, and a worldwide sales and service network.

Polat Makina, which was founded in 1978 by İbrahim Polat in Aydın, aims to continuously improve with its employees and to offer products and services at global quality standards.

Polat Makina, which started its journey in a 4.5 m2 workshop, continues by exporting the values it produces in an area of 88.000 m2 to 36 countries. To be the “best” in innovation, quality and service with its worldwide sales and service network with 9 companies and 11 dealers, 4 of which are abroad (Germany, Greece, Morocco and Italy) and 5 of which are domestically, addressing different sectors,.

Within the scope of institutionalization works, to increase efficiency and to ensure that all structures focus on their own processes, all companies came together under the name of Polat Group Holding A.Ş.

Polat Makina, which adopts the phrase “the future is now in order not to leave the future to the future”, as a roadmap for itself, differentiates itself from its competitors by creating differences and awareness.

It is very important to protect the naturalness and freshness of the food in the process from nature to our table, and to benefit with minimum waste and maximum efficiency. Polat Makina evaluates these processes well and provides the most appropriate service to the needs of the sector with its environmentally friendly machines designed in this direction. Polat Makina Industrial Decanters and Separators provide users with profits by reducing operating costs with minimum energy and water consumption as well as low service and maintenance fees. In addition to these, Polat Makina becomes the most suitable option in terms of cost with its high performance / price ratio.

Occupational Safety Processes

We talked with Selahattin Alagözyaylası, Occupational Safety Specialist, about the laws, regulations, hazard and risk analysis in occupational safety and about informative and important issues and our digitalization process.

Selahattin Alagözyaylası
Occupational Safety Specialist
Polat Group Holding

First of all, can we get to know you? Could you tell us about yourself and your position in Polat Group Holding?

Hello, I was born in 1990 in Çorum. I graduated from Muğla University Physics Department in 2013 and then Muğla University Physics Department in 2018. I have a thesis titled "The Effect of Pollution and Dust on Solar Cell Yield". I started my career in 2014 with Maren Maraş Elektrik Üretim A.Ş., a subsidiary of Kipaş Holding. I started as an Occupational Safety Specialist. I took part in every stage of occupational safety issues related to the sector. Between 2015-2016, I was assigned by the management as a representative in the adaptation of integrated management systems to the energy sector. Between 2016 and 2019, I fulfilled the coordination responsibility of 9 power plants with the title of Hazardous Materials Safety Consultant in the same company. At the same time, I continued my work as an Occupational Safety Specialist. I left Kipaş Holding in September 2019 of my own will and transferred to Polat Group Holding. I have been working as a Class B Occupational Safety Specialist within Polat Group Holding for 1.5 years.

What are the Most Common Dangerous Situations and Movements in Occupational Health and Safety?

First of all, Occupational Health and Safety is a systematic whole based on the basic laws no 4857 and 6331. Therefore; it is best to evaluate occupational health and safety as an organism that works in accordance with laws and regulations. The fundamental importance in this systemic organism is that individuals have the right to life.

In the system called the domino theory; 88% of accidents are defined as unsafe acts, 10% as unsafe situations and 2% as factors of unknown cause. This means that 88 out of 100 accidents can be prevented as long as the employee complies with general safety rules.

The most common dangerous situations and movements in the field are; failure to fulfill the requirements in work done at heights, weaknesses in the use of personal protective equipment, machine-equipment safety incompatibilities, unsafe work without a work permit, etc. The main measures to prevent such situations are; hazard-risk analysis, training and control. OHS trainings, hazard and risk analyzes, and periodic control of the personnel and the operation area by the unit chiefs are of great importance in this process.

> "If we think of Occupational Health and Safety as a chain, we are all a link in this chain."

What are the projects you deal with occupational health and safety in your companies? What are you doing to make this culture sustainable?

First of all, I can say that our main goal is to keep accident frequency and severity rates to a minimum. To ensure that these rates are kept to a minimum; although it is not the task of a single unit or person, is the biggest goal in establishing a common occupational safety culture.

In addition, our goal is to ensure that the field risk analyzes and assessments of the work areas are correctly prepared by the Employer / Representative, Occupational Safety Specialist, Workplace Physician, Worker Representatives, Support

Staff and informed employees, and then take urgent action regarding the detected dangers and risks.

If we talk about another goal and our project, it is an OHS Booklet on Occupational Health and Safety that the personnel can keep and read. Booklet consists of basic topics such as the rights regarding basic laws and regulations, general OHS rules, work permits, emergencies, the importance of using personal protective equipment, etc. When the relevant booklet printing process is completed, it will be distributed to all personnel.

The last thing I can say is to spread the PPE (personal protective equipment) culture. Occupational Health and Safety Law; Employer / deputy-worker-workplace concepts are based on 3 basic facts. When we start from the concepts of employer and employee in the law, we have main responsibilities to fulfill. One of these responsibilities is to ensure the continuous use of PPE in work areas.

What methods do you use for hazard and risk analysis?

Danger is the name given to anything that has the potential to harm. Risk is evaluated as the probability of occurrence of the existing danger.

Based on this, all of the systematic studies carried out in order to analyze the situation that will occur depending on the existing dangers and risks and to prevent the occurrence of accidents are called risk assessment. First of all, the danger and related risks are determined, and then, if the combination of these two situations is above a certain limit value, action is taken.

The two most common risk assessment methods known in Occupational Health and Safety are Fine Kinney and L matrix method. We commonly use the "5 * 5 L matrix" method in our work areas. The reason is that it is one of the methods that takes the probability of occurrence and gives the closest predictive information.

Risk assessment processes are carried out by the Risk Assessment Team. This team consists of Employer / Representative, Occupational Safety Specialist, Workplace Doctor, Worker Representatives, Support Staff and Informed employees.

As you know, we started 2021 with a substantial completion of the digitalization process in Polat Group Holding and its companies. What impact has this digital transformation process had on occupational safety culture? How does it evolve about occupational health and safety in companies undergoing digital transformation?

Due to the COVID-19 outbreak, I can say that Occupational Health and Safety systems are also in the process of change. Instead of giving OHS trainings face to face, we have now passed the stages of providing online, personnel evaluation, albeit partially. In addition, our Occupational Health and Board Meetings are held online and recorded recently.

With the tracking system developed in the ministry's authorized units called "Occupational Health and Safety Information Management Systems", it is aimed to ensure that the work carried out on occupational health and safety can be viewed and monitored online. This system is actively used in our companies.

> "First of all, I can say that our main goal is to keep accident frequency and severity rates to a minimum."

To foresee a further process, when digital identification and other tracking systems are integrated with OHS, it is necessary to control whether the personnel working in the field use personal protective equipment, health checks, etc. It would not be wrong to talk about the fact that systems that monitor, report and notify all situations will exist in the near future.

Finally, what would you like to say to Polat Life readers?

It is the right way to see Occupational Health and Safety as a culture rather than as an obligation. If we consider Occupational Health and Safety as a chain, we are all a link in this chain. It is extremely impossible to talk about a systemic whole unless it is one of the links. It is the duty of all of us to bring the culture of occupational safety, which is our common responsibility, to the highest level.

Interview **Gülçin Çiçek**
Corporate Communications Specialist
Polat Group Holding

Rüstem Çamlı
Manager of Manufacturing Engineering
Polat Makina

Manufacturing Engineering Processes at Polat Makina

We talked with Polat Makina Manufacuring Engineering team about their processes and robotic automation systems.

As Production Engineering, we carry out our activities with three units; Method, Engineering and Robotic Automation Systems. Our main goal is to provide added value to our company.

The structuring of the department started with the establishment of the method unit at the beginning of 2019, and it has been transformed into its current form as of September last year.

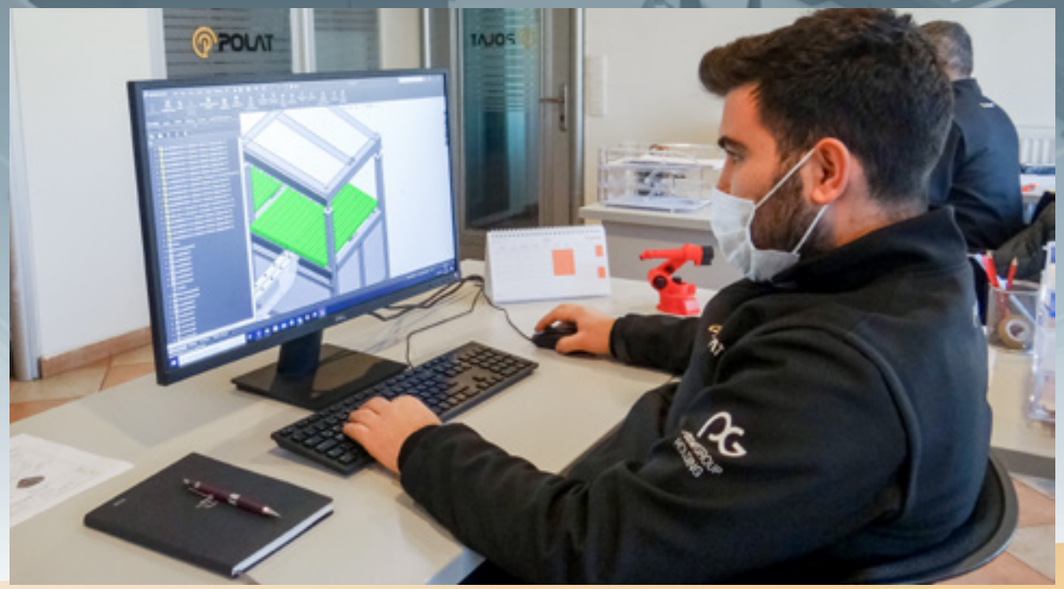
Determining the manufacturing routes of the products to be commissioned in production and introducing the processing times to the system is the priority task of the method unit in the operational part. The review of the work plans of the products that are currently mass-produced and the follow-up of the processing times with time study and job analysis methods guide the improvement studies to be carried out. It is among the works of the method unit to transform the work of the operators into an instruction by creating operation-based standard work instructions in the determined manufacturing routes.

5S activities are carried out to ensure order in order to reduce losses in production areas. The work carried out in the metal works and machining production areas will be expanded to the whole factory area. With these studies, it is desired that the 5S culture would be adopted by all employees.

Studies on kaizen activities continue. Kaizen projects are carried out with the assigned teams. *** Kaizen means continuous improvement. After the additional trainings to be received, the continuity of the improvement works will be ensured with a wide participation. With the commissioning of the Kaizen system, it is planned to provide feedback to all employees participating in these studies. Kaizen tours will be organized in the field with the participation of senior management, so that employees will have the opportunity to present their improvement works to the senior management firsthand.

In order to monitor the results of operational activities, reports are published monthly, and with these reports, areas for improvement are identified and actions are taken.

With the daily communication meetings activated, there is the opportunity to instantly intervene in the problems experienced, and the indicators can be monitored daily, weekly and monthly. In these meetings, the employees have the opportunity to report the difficulties they experience to the relevant persons, and also create an environment to evaluate the improvement opportunities they realize.

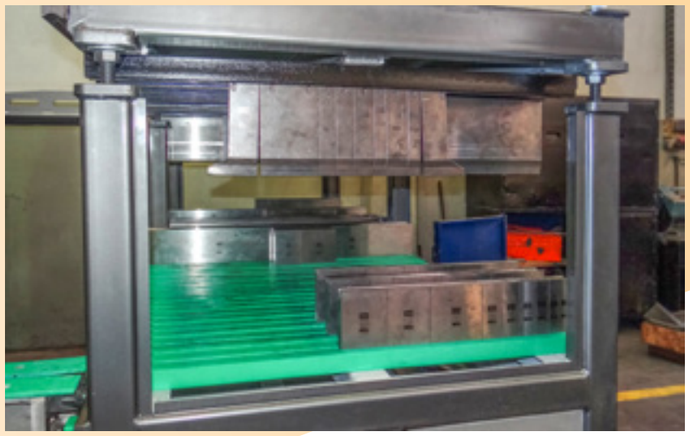


There are various mold-fixture demands in order to provide benefits such as ease of manufacturing, continuity of quality or increase in productivity in ongoing products, and their design and commissioning are the main activities of the engineering unit. Product-specific apparatuses are made not only for production, but also for works such as transportation and storage.

Evaluation of investment demands and cost-benefit analysis also provide the necessary preliminary work before allocating resources for investment. Moving our factory with a new factory project is on the agenda, and we carry out works such as designing the layout of all areas in the planned new factory and arranging the production lines.

Robotic automation transformations are designed in existing production methods in order to provide improvements in many areas such as increasing productivity in production, increasing capacity, increasing the quality level, and reducing losses. Our two main projects are PTA and RMS.

With the commissioning of the PTA project, the powder coating process on the spiral blades will be done with the PTA (Plasma Transfer Arc) method. In this way, sustainable quality and production conditions will be achieved.



The reason for the launching of RMS (Robot Metal Spinning) project is the need for labor in separator bowl production. It is aimed to carry out production processes connected to the operator with robots and to ensure serial part flow with the line layout to be established.

As of the first half of the year, both projects are planned to be commissioned. As of now, progress in the projects continues as planned. In these projects, which are the main activity of Robotic Automation Systems, support is received from all units and departments, especially engineering.

Polat Makina Manufacturing Engineering will continue to work in manufacturing processes and production areas to create added value.

*** Kaizen is a concept that expresses gradual but rapid improvement and a reduction in costs in order to increase customer satisfaction and affect competitiveness in the processes, employee, process, time and technology in a certain period of time.

> “In order to monitor the results of operational activities, we publish monthly reports, identify areas open to improvement, and take action.”

A Short Brief
With Our Engineers

Rıfat Arda Yazıcı
Robot Automation Systems Executive

It can be easily understood that the tendencies to integrate robots into production processes are progressing rapidly and becoming permanent.

In industry, with the pandemic, the importance of robotic automation has increased and the professional skills required have begun to change. Robotic production lines will eliminate the lack of safety and workforce and will ensure sustainable manufacturing by improving processes.

While all of this is happening, in people's minds, there may be some questions like "Do robots take our jobs?" Studies show that unemployment rates are low, not high, in countries where robots are widespread. When the employment developments in these countries are examined, it can be said that the use of industrial robots has not yet created a mass unemployment.

Robotization is advancing rapidly in many countries of the world, and we must adapt to it. We cannot stay behind the times.

Samet Can
Process Engineer

One of the important issues of the studies conducted under the engineering branch is to improve situations such as increasing assembly efficiency, reducing errors, and increasing working ergonomics in production. We carry out these improvements with fixture, mold and apparatus studies. We attach importance to our work with the awareness that such requirements are an important part of automation-based production, quality control and assembly lines.

We can summarize our work as follows:

- Machining fixtures.
- Welded manufacturing mold apparatus.
- Quality control gauges.
- Transport and trolleys.
- Special designs for 5s and Kaizen applications.

Metehan Orhan
Method Engineer

The Method & Manufacturing Engineering activities, which we implemented together in the new organization at the beginning of 2019, continue as the Manufacturing Engineering Directorate today. Method Engineering is one of the units of Manufacturing Engineering Directorate operating in 3 main branches.

As Method Engineers; without compromising the principles of occupational health and safety, we carry out method activities in accordance with in-house quality management systems, make all production processes in the company traceable and ensure that the analysis process for these studies is carried out effectively.

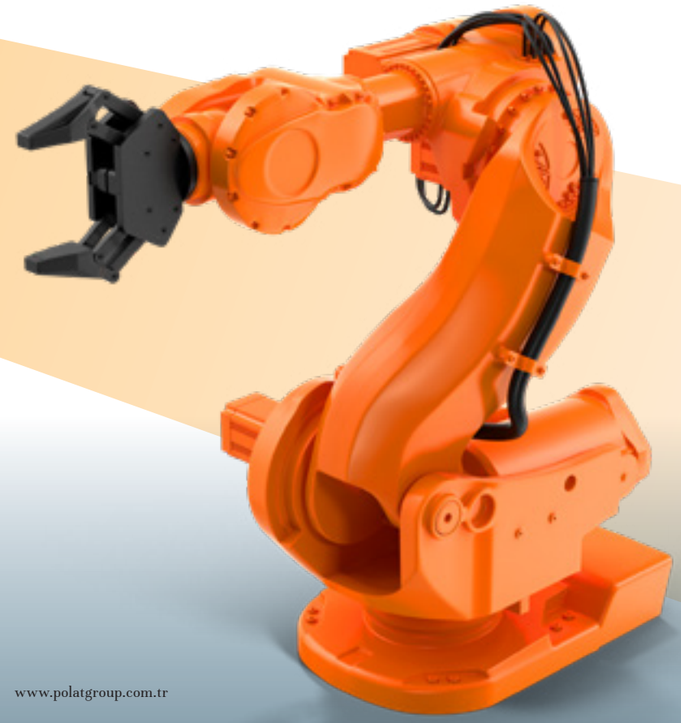
In this context, by evaluating production stops, we take the necessary actions to ensure the flow of production, and we direct improvement and efficiency efforts. In addition to production stops, we are trying to reflect the lean manufacturing methodology to our production areas together with all our employees by organizing Kaizen studies, 5S activities, and trainings that will spread the philosophy of continuous improvement.

In our Kaizen studies carried out with teams of our employees we are trying to make efficiency, quality and cost improvement measures permanent especially on occupational health and safety issues.

We aim to establish a strong communication thanks to the daily field meetings we hold. At the meetings, we determine, follow up and implement preventive and regulatory actions against the problems that arise. In this way, we continue our journey to the better with the participation of all our employees.

In addition, we try to ensure continuity with weekly and monthly reports. With these reports, we try to align with all our employees regarding our goals.

With the S4HANA system we have just commissioned, we have taken a serious step towards standardization. We continue to work to equalize the system and our actual life with the help of tools such as Standard Job, Standard Duration, Elemental Work Analysis, Video Analysis etc.



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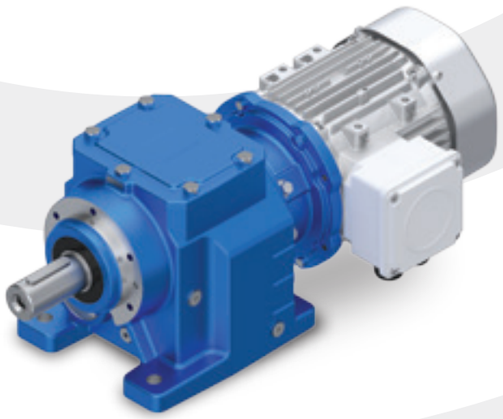
Durable & Strong

In A / F, D / M, K series gearbox resistant to heavy conditions, in accordance with international standards, providing ease of installation with their compact designs; thanks to the possibility of long-term storage with common input and output accessories, we produce faster and tailor-made solutions for NRW gearbox customers.



A/F Series
Helical Gear Units

(A) Foot mounted gearboxes
(F) Body-mounted (Flanged) gearboxes
(AF) Foot and body mounted gearboxes

A / F Series; With 1, 2 and 3 stage options, there are 6 different body sizes in 1 stage, 10 in 2 stages, 8 in 3 stages. There are different input options such as motor coupled, IEC, PAM, W, Servo motor connection. Bodies are made of ductile iron (GGG 40) and all accessories and internal equipment are manufactured in accordance with international standards. It is preferred with its easy-to-install body structure with its inlet and outlet direction coaxial, and its design suitable for heavy working conditions.

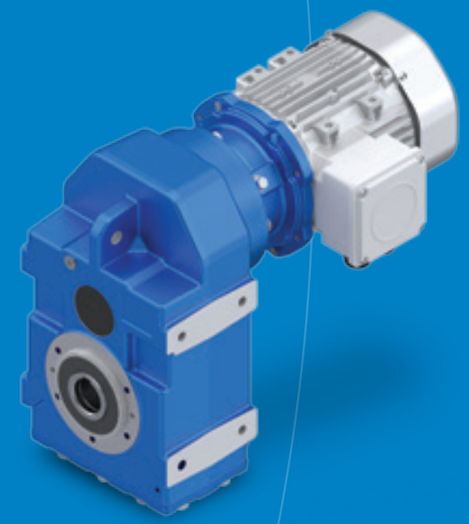
www.nrwdrivetechnologies.com

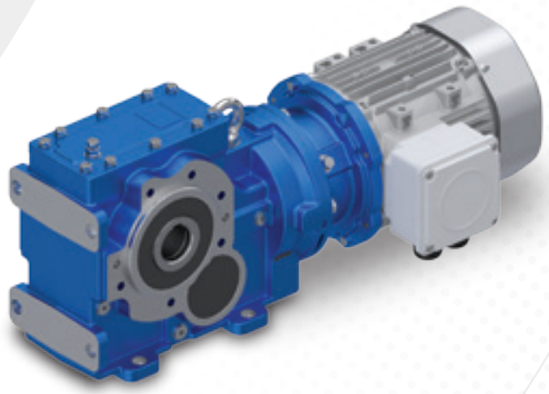
NRW®
DRIVE TECHNOLOGIES

D/M Series
Parallel Shaft Mounted Gear Units

(D) Hollow shaft gearbox
(M) Shaft fitted gearbox

D / M Series; there are 7 different body sizes for each stage with 2 and 3 stage options. There are different input options such as motor coupled, IEC, PAM, W, Servo motor connection. Bodies are made of ductile iron (GGG 40) and all accessories and internal equipment are produced in accordance with international standards. It is preferred with its long-lasting, high-performance, parallel-axis body structure with its entrance and exit direction, eases of application in narrow areas and design suitable for heavy working conditions.





K Series
Helical, Conical, Foot Mounted, Body Mounted Gear Units

K Series; there are 7 different body sizes with only 3 stages. Different input options such as motor coupled, IEC, PAM, W, Servo motor connection are available. The bodies are made of nodular cast iron (GGG 40) material and all accessories and internal equipment comply with international standards. It is preferred with its long-lasting, high performance, foot and body mounted body structure, 90° angle between the inlet and outlet directions and its design suitable for heavy working conditions.

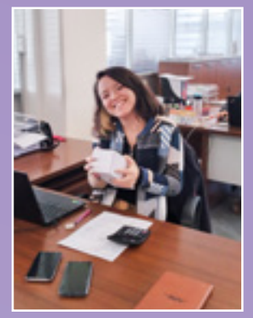
We offer customized solutions to the needs of our customers.

8 March International Women's Day

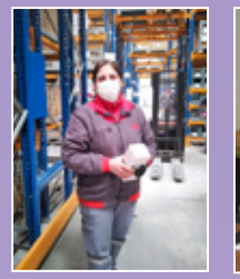
This is how we celebrated International Women's Day
at Polat Group Holding and Companies.



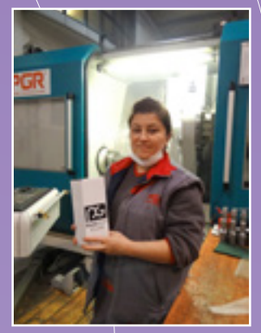
















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OYA
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Mexican Fan Palm
(Washingtonia robusta)

It can grow in all kinds of areas such as sea fill soil, rocky areas, moist and dry soils.

Multi-stemmed scrub palm
(Chamaerops humulis)

They are palm trees spreading along the mild Mediterranean coast and Northwest Africa. It grows easily in sandy, seaside and rocky areas.

Pilous palm
(Chamaerops excelsa)

Chamaerops excelsa is the most common type of palm. It is very durable despite the winter freezing.

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Total Quality Management

Total Quality Management is a management style in which human, business, product and service quality needs are used to meet customer needs with a sequential approach and the participation of all employees.

Quality is the sum of the characteristics of a product or service based on its ability to meet specified or potential needs.

TOTAL QUALITY MANAGEMENT is a management style that aims to exceed what the customer expects from you as a company, supports team work, and ensures that all processes are reviewed and improved. Different methods are dealt within all enterprises implementing this system, and the scope of Total Quality Management, the methods to be applied and the budget and resources to be allocated also differ, since the reasons for change and the gains they want to achieve are different by different organizations. The important thing is that the product or service is continuously improved with the relations of all process elements and well defined.

For Total Quality Management, customer satisfaction should come before gain. In this method, people, processes, customer and continuous improvement are four basic elements and they are in constant relationship with each other. Total Quality Management is based on the idea of managing not only the sub-staff of the companies, but the entire process supply.

Basic principles;

- The opinions of the customers should be taken into consideration and the information obtained through various methods should be used in production.
- A competitive advantage can be achieved through cooperation with suppliers, employees and customers.
- Employees should be given the freedom to participate in the management, and their importance in the organization should be explained to them through trainings and motivational techniques. Improvements and enhancements should be spread to all layers.
- Senior management should engrain total quality management understanding in employees.
- Processes should be defined, their effects on each other should be investigated, and all processes should be measured and developed.
- Continuous improvement should be practiced, and the long-term effects of changes should be considered.
- Decision making tools are used in total quality management. Thanks to these tools, decisions are made within the limits of feasibility by analyzing the environment.
- The organization should be viewed as a whole and its interaction with the environment should be considered.

There is actually an expression underlying the name of the Total Quality Management system;

1. With the participation of all employees, it covers all processes of transactions, customers, and all products and services produced.

2. Quality means meeting the customers' current expectations and needs in a complete and timely manner and providing products and services that exceed their future expectations.

3. Leadership of the employees in every subject means that the management creates an exemplary model for employees and ensures participatory management throughout the company.

What to Read?

Books offer us another world, a different perspective in many fields. We have prepared a list of suggestions from books that will broaden your horizons when you read.

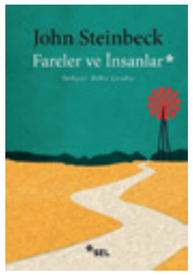
These books have been written by important authors in their fields. We are sure that you will definitely find a book for yourself among the books that make a sound with the way they deal with the subject on our list and will change your view of life. We wish you pleasant reading.

Our first recommendation book;

“Don Quixote” -Miguel de Cervantes Saavedra

“Don Quixote”, which was written by Spanish writer Cervantes in 1605, ranks first among the classic works that have been translated into many languages and published many times and are the topic of many theater plays and movies. Don Quixote, considered the first example of the modern novel, contains many stories. In the book, we see the war that Don Quixote, who acts like a mischievous child and as if he is a little lacking in mind, he attempted on the windmills, his adventures for the sake of his great love, and the Spanish people accompanying these adventures.

“Of Mice and Men” - John Steinbeck



It’s a book of award-winning author John Steinbeck, which was first published in 1937. The book, which deals with the subjects within the framework of the story of friends, is now among the books recommended by the Ministry of National Education to children of secondary school age. It tells about the adventures of two close friends who are looking for a job traveling from one farm to another and their approach to their dreams. The novel stands out with its realistic approach. The book, which uses a realistic language, is still among the most read books today with its immersive and impressive expression.

“Les Miserables” - Victor HUGO

The story of Jean Valjean, who steals bread to feed his hungry family and is sentenced to galley slave on a ship. The term of his sentence is increased to nineteen years for his attempt to escape from this situation. When he comes out of prison, nobody treats him well because of his prisoner identity. He begins to live in a bishop’s house, but is caught stealing the silver suits of the bishop who was doing him a favor. The bishop does not make a claim, besides; he also presents two silver candlesticks to him. He asks him to spend the money to become an honest man. This event marks a turning point for Jean Valjean. He started his business life under another name, became rich and elected mayor. The heroine of the story begins to investigate the past Jean Valjean, and the story continues. This classic novel, mostly streaming in excitement, sometimes challenging our imagination with its static but powerful descriptions, has taken its place among the books to be read.

“Crime and Punishment” - Fyodor M. Dostoevsky

The character Raskolnikov, created by Dostoyevsky, is the darkest character of both the author and literature history. The story of a law student, who believes that it is impossible to establish a life with the means at his disposal, which begins by planning to murder the money-lender woman and steal her money, has taken the literature to another dimension with Raskolnikov’s dilemmas and questions he asked himself and everyone. The novel, in which Dostoyevsky fully reflects his writing skills, has taken its place in world literature as the psychological record of a crime and a criminal.

“Overcoat” - Nikolai Vasilyevich Gogol

It is one of the most famous works according to Dostoyevski, who tops Gogol and his work with the words “We all came out of his coat”. Gogol, who saw the poverty and misery of the Russian people through the eyes of an official working in a Russian ministry; with a judgmental point of view to the inequalities that people suffer, he questions the “poverty” that hurts people in an imaginary reality level.

“The Transformation” - Franz Kafka

Gregor Samsa wakes up one morning and finds himself transformed into a giant insect. He continues by transferring the changes in his life. The book, one of Kafka’s most famous works in world literature history, gives the reader an idea of “how society looks at different people” in plain language. With his novel of “The Transformation”, Kafka addressed the transformation of a person into an insect as a concrete situation, with some social and philosophical effects. The characters other than Gregor Samsa were described very successfully and were effective in the reader.

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