Quality Policy

ISO 9001:2015 – certified since 2001

Our commitment

We make tubular heating elements that our customers can build into their appliances and forget about – for the whole life of the appliance. To achieve this we commit to:

- **Meet the agreed specification** on every lot – resistance, power, dimensions, dielectric strength, insulation and leakage – verified by 100 % end-of-line electrical testing.
- **Control every critical step in our own plant** – tube, coiling, MgO filling, rolling, annealing, forming, brazing and test – with traceability back to the raw-material lot.
- **Respond quickly** – quotations and samples in one week where components are available; customer feedback acknowledged within one working day.
- **Learn from every deviation** using structured problem solving (8D) and preventive action in design and process.
- **Qualify and develop our suppliers** so that materials hold their specification lot after lot.
- **Comply** with applicable product standards (EN 60335 series), approvals (VDE), and substance regulations (RoHS, REACH).
- **Train our people** and give them the tools and information to do the job right first time.
- **Improve continually** the effectiveness of our quality management system against measurable objectives reviewed by management.

Management of BALÇIK Isı Elemanları Sanayi ve Ticaret A.Ş.
Kahramankazan, Ankara · November 2026