



TURKISH AIRLINES INC. WORK FUNCTIONS



«EMPLOYEE» FUNCTION

«Employee» Function;

Includes business processes for employees and employee candidates; It covers business units that aim to directly affect employee satisfaction, performance and productivity.

- Carrying out work that directly affects employee productivity,
- Ensuring the determination, implementation and evaluation of processes related to internal and external candidates,
- Taking part in business processes that support the training and development of employees,
- Execution of business processes for employee performance and satisfaction are some of the business processes carried out under this function.

Our colleagues working in the “Employee” function are generally graduates of communication, economics and administrative sciences, education, engineering (industrial and management engineering, etc.), science and literature faculties.

In which units do people who choose the «Employee» function work?

When you choose this function, you can work in different units such as the Human Resources Directorate and the Training Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



**«REGULATION AND COMPLIANCE WITH
STANDARDS»
FUNCTION**

«Regulation and Compliance With Standards» Function;

Includes business processes such as determining and defining standards, implementing, monitoring and/or auditing the practices related to these standards and ensuring the management of regulations.

- Carrying out transactions in line with certain rules, procedures and standards for the management of administrative business processes,
- Performing work that determines, implements and/or develops standards and procedures,
- Ensuring the entry, updating and documentation of relevant data into the systems,
- Carrying out the necessary standardization processes for the quality and regulation of business processes
- Carrying out compliance monitoring function works in order to systematically monitor the compliance of the activities executed in the field of aviation with the relevant national/international legislation (IATA, DGCA, etc.) and internal procedures are some of the business processes carried out under this function.

Our colleagues working in the "Regulation and Compliance With Standards" function are generally graduates of law, engineering (aircraft, industrial, environmental engineering, etc.), economics and administrative sciences faculties.

In which units do people who choose the «Regulation and Compliance With Standards» function work?

When you choose this function, you can work in the Inspection Board Directorate and Quality Assurance Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



«**FINANCIAL**» FUNCTION

«Financial» Function;

It covers investment, cash flow, budget-oriented cost and benefit-oriented works.

- Making payments, checking accounts and creating accounting records,
- Conducts market research for products and services to be purchased and carries out appropriate evaluations,
- Conducting short and long-term budget studies,
- Execution of projects within the investment program,
- Ensuring coordination with financial institutions within the framework of financial risk management strategy,
- Carrying out business processes such as accounting for financial assets are some of the business processes performed under this function.

Our colleagues working in the “Financial” function are generally graduates of administrative and economic sciences, business and engineering (management engineering, etc.) faculties.

In which units do people who choose the «Financial» function work?

When you choose this function, you can work in different units such as the Accounting and Financial Control Directorate, Finance Directorate and General Purchasing Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



**«OPERATION»
FUNCTION**

«Operation» Function;

It covers business units that include business processes for ground and flight operations.

- Planning, implementation and control of the training of cockpit and cabin crews, operating training systems and tools, working to develop training and flight rules, research and development processes regarding the performance characteristics of fleets for flight planning and implementation,
- Conducting studies on the safety, security, efficiency and performance of flight / ground operations and ensuring their continuity,
- Determining the rules of ground operation, performing the services continuously within the scheduled hours and periods according to national and international legislation, rules and regulations,
- Establishing and improving effective communication with cabin crew,
- Carrying out operational processes for cargo activities are some of the business processes performed under this function.

Our colleagues working in the “Operation” function are generally graduates of faculties of business administration, administrative and economic sciences, engineering (industrial and management engineering, etc.).

In which units do people who choose the «Operation» function work?

When you choose this function, you can work in different units such as Flight Training Directorate, Security Directorate, Corporate Safety Directorate, Integrated Operations Control Directorate, Flight Operations Directorate, Cabin Crew Directorate, Cargo Operations Directorate, and Ground Operations Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



«REVENUE AND SALES» FUNCTION

«Revenue and Sales» Function;

It includes business processes that aim to increase commercial income, are directly aimed at sales and/or indirectly affect financial assets.

- Realization of projects and studies regarding Revenue Strategy,
- Taking part in processes affecting commercial and sales activities,
- Taking actions aimed at revenue, profit and efficiency for the transactions carried out,
- Carrying out direct sales activities as well as developing sales channels and opportunities,
- Conducting efficiency analyzes by examining the flight schedules, passenger status, market potential, passenger fare groups and revenues, and carrying out studies on flight revenues,
- Ensuring sustainable cargo revenue growth and profitability with marketing targets, plans, programs and activities are some of the business processes performed under this function.

Our colleagues working in the "Revenue and Sales" function are generally graduates of faculties of business administration, administrative and economic sciences, engineering (industrial and management engineering, etc.).

In which units do people who choose the «Revenue and Sales» function work?

When you choose this function, you can work in different units such as Revenue Management Directorate, Sales Directorates, Cargo Revenue Management and Production Planning Directorate, Cargo Sales Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



«BRAND AND CUSTOMER» FUNCTION

«Brand and Customer» Function;

Includes branding activities and marketing processes that support sales to customers or passengers.

- Providing catering services to passengers and products and services for passenger comfort as well as creating, monitoring and coordinating the necessary projects in this context,
- Creation of marketing communication strategies, purchasing of promotional materials for marketing and coordination of corporate publications,
- Conducting work on brand awareness and perception,
- Developing sales channels and opportunities to increase market share,
- Carrying out marketing activities targeting customer satisfaction and loyalty,
- Following global developments, identifying and meeting customer needs and reporting them are some of the business processes performed under this function.

Our colleagues working in the "Brand and Customer" function are generally graduates of the faculties of communication, fine arts and design, business administration, administrative and economic sciences, engineering (industrial and management engineering, etc.).

In which units do people who choose the «Brand and Customer» function work?

When you choose this function, you can work in different units such as Communication Directorate, Marketing Directorate, Catering and Inflight Products Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



**«PLANNING»
FUNCTION**

«Planning» Function;

It covers the work that ensures that targeted activities are carried out on time with appropriate resources.

- Designing crew planning systems and processes for all planned and realized flights, determining long, medium and short-term crew needs,
- Performing the necessary work to carry out all construction, renovation, repair and decoration services related to the company, carrying out the construction of the work, carrying out preliminary studies on the real estate owned, rented or rented by the company, preparing and executing rental agreements, rent payments or collection, taxes related to real estate. and fulfilling obligations regarding other expenses,
- Determining cargo capacity needs within the framework of commercial targets and market conditions, preparing the seasonal cargo aircraft tariff plan at an optimum level with commercial units and ensuring the necessary reporting and coordination,
- Monitoring sectoral developments in the world and carrying out and reporting studies on line opening or closing according to commercial and operational criteria are some of the business processes performed under this function.

Our colleagues working in the «Planning" function are generally graduates of engineering (industrial, business and civil engineering, etc.) faculties.

In which units do people who choose the «Planning» function work?

When you choose this function, you can work in different units such as Crew Planning Directorate, Production Planning Directorate, Cargo Revenue Management and Production Planning Directorate, Social and Administrative Affairs Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



**«INNOVATION AND TECHNOLOGY»
FUNCTION**

«Innovation and Technology» Function;

It covers work that supports change, development and transformation regarding innovation and technology.

- Carrying out processes for business development activities,
- Carrying out development and improvement studies for systems and programs,
- Integrating applications that will increase efficiency into business processes,
- Producing developing projects that affect business processes and carrying out the necessary work to implement these projects,

Our colleagues working in the «Innovation" function are generally graduates of faculties of economics and administrative sciences and engineering (industrial and management engineering, etc.).

In which units do people who choose the «Innovation and Technology» function work?

When you choose this function, you can work in different units such as Corporate Innovation and Projects .We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



«COMMERCIAL» FUNCTION

«Commercial» Function;

It covers the coordination of national/international relations and units for commercial cooperation in line with company goals and strategies.

- Increasing commercial cooperation with foreign airlines and making agreements with other airlines in the developing competition process,
- Providing project investment, research, performance monitoring, statistical preparation and reporting,
- Conducting fleet plan studies and establishing coordination with relevant units are some of the business processes performed under this function.

Our colleagues working in the «Commercial» function are generally graduates of the faculties of literature, law, engineering (aircraft, business, industrial engineering, etc.), economics and administrative sciences.

In which units do people who choose the «Commercial» function work?

When you choose this function, you can work in different units such as Investment Management Directorate and International Affairs & Alliances Directorate. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



**«TECHNICAL»
FUNCTION**

«Technical» Function;

It covers units that include technical comprehensive business processes regarding aircraft.

- Ensuring the airworthiness of the aircraft in the fleet,
- Carrying out engineering studies related to aircrafts,
- Finding and implementing solutions to technical problems related to the aircraft,
- Providing engineering services regarding aircraft components and equipment,
- Carrying out system and equipment studies of new aircraft to join the fleet are some of the business processes performed under this function.

Our colleagues working in the «Technical" function are graduates of departments such as aerospace engineering, aeronautical engineering, and aerospace engineering.

In which units do people who choose the «Technical» function work?

When choose this function you can work within the Technical Directorate in Turkish Airlines Inc. We would like to remind you that we also have other departments related to this function, which are located under different Directorates.



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 