

Primary Purposes and Secondary Purposes

1. To conduct human resources planning and manage planning processes

- Planning human resources processes
- Determining human resources needs
- Planning and managing recruitment and termination processes
- Increasing employee productivity, ensuring career development, job satisfaction, and occupational health
- Planning and managing activities to ensure occupational health and safety

2. To carry out planning and programming activities to develop distance learning courses and product sales activities, and to manage business processes accordingly

- Planning and managing distance learning and operational processes
- Planning and managing distance learning sales and distribution processes
- Planning and managing supply chain management for distance learning
- Establishing and managing information technology infrastructure
- Planning, managing, and auditing information security processes
- Planning and managing communication processes
- Planning and managing data access authorizations of business partners and suppliers
- Monitoring finance and accounting transactions
- Planning and managing business activities
- Ensuring effective management
- Creating databases and ensuring the security of personal data

3. To plan and carry out activities to increase the satisfaction of individuals benefiting from distance learning services and purchasing products

- Reviewing contract processes and providing solutions to legal claims
- Developing systems that meet participants' requests and respond to complaints
- Planning and managing activities to improve relations with individuals who will participate in distance learning services

4. To plan and manage educational and product-related commercial relations and business strategies

- Conducting strategic planning processes
- Managing relationships with business partners and suppliers
- Planning and implementing participant and customer satisfaction activities
- Planning and conducting educational activities

5. To customize distance learning and product sales services by taking into account participants' needs, preferences, and habits, and to promote these new products

- Planning and managing activities for the development of new distance learning programs and customized products and services
- Planning and managing marketing processes for new distance learning programs and customized products and services

- Planning and carrying out activities to ensure customer loyalty for new distance learning programs, products, and services

6. To resolve disputes arising from business relationships and to develop technical and commercial relations

- Monitoring disputes between parties and providing legal solutions
- Planning and managing activities required to conduct Edusama's operations in compliance with legislation
- Responding to information requests from authorized public institutions and organizations arising from legislation
- Planning and managing Edusama's production and operational risk processes
- Ensuring the accuracy and security of data
- Ensuring the security of Edusama's buildings and facilities
- Planning and managing Edusama's audit activities