

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARDLARI ENSTİTÜSÜ
bu belge ile

KÜTAHYA TİCARET VE SANAYİ ODASI
75. YIL MAH. BEKİR SITKIPAŞA CAD.
NO:37 MERKEZ -
KÜTAHYA / TÜRKİYE

kuruluşunun TS ISO 10002:2018 şartlarına uygun bir MÜŞTERİ
MEMNUNİYETİ YÖNETİM SİSTEMİ'ne sahip olduğunu onaylar.

Belge kapsamı Ek'te verilmiştir

TÜRK STANDARDLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

Bursa Belgelendirme Müdürü V.
Bursa Vice Certification Manager

Yasemin Özkonuk

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.

Bu belge, Türk Standardları Enstitüsü'nün kuruluşu hakkındaki 132 sayılı kanun uyarınca verilmiştir.
This certificate is issued in accordance with the Law No. 132 establishing Turkish Standards Institution.

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

KÜTAHYA TİCARET VE SANAYİ ODASI
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has a CUSTOMER SATISFACTION MANAGEMENT
SYSTEM which fulfills the requirements of the TS ISO
10002:2018

Scope of the certificate is given in annex

Belge No / Certificate No

MY-133/14-R18

Belge Tarihi / Date of Certificate

24.06.2021

Geçerlilik Tarihi / Valid Until

04.11.2023

Revizyon Tarihi / Date of Revision

24.06.2021

İlk Belge Tarihi / Initial Certification Date

17.12.2014

This certificate is valid provided that compliance
with the certification requirement is maintained.

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE EK / ANNEX



Belge No / Certificate No: MY-133/14-R18

Belgeli Kuruluş Adı, Adresi:

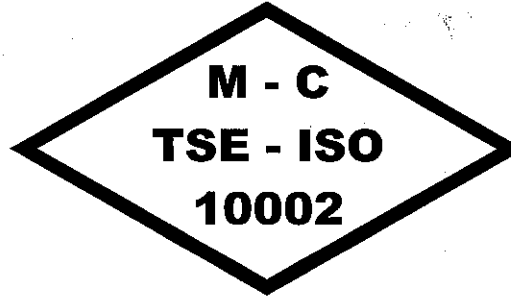
Name and Address of the Certified Organization:

Belge Kapsamı:

TS ISO 10002:2018

TİCARET VE SANAYİ ODASI HİZMETLERİ

SUNUMU



Belge Tarihi / Date of Certificate: 24.06.2021

KÜTAHYA TİCARET VE SANAYİ ODASI
75. YIL MAH. BEKİR SITKIPAŞA CAD.
NO:37 MERKEZ -
KÜTAHYA / TÜRKİYE

Scope of the Certificate:

TS ISO 10002:2018

DELIVERY OF

CHAMBER OF COMMERCE AND INDUSTRY
SERVICES

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THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

KÜTAHYA TİCARET VE SANAYİ ODASI

75. YIL MAH. BEKİR SITKIPAŞA CAD.

NO:37 MERKEZ -

KÜTAHYA / TÜRKİYE

has implemented and maintains a

CUSTOMER SATISFACTION MANAGEMENT SYSTEM

which fulfills the requirements of the following standard:

TS ISO 10002:2018

Issued on: 24-06-2021

Expires on: 04-11-2023

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number : TR-MY-133/14-R18



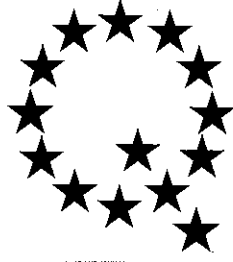
Alex Stoichitoiu
President of IQNet

Yasemin Özkonuk
Bursa Vice Certification Manager



IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CISO Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifiointi Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE - SIGE México PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISO, DQS Holding GmbH and NSAI Inc.



THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-133/14-R18

Name and Address of the certified organization

KÜTAHYA TİCARET VE SANAYİ ODASI

75. YIL MAH. BEKİR SITKIPAŞA CAD.
NO:37 MERKEZ - KÜTAHYA / TÜRKİYE

Scope of the Certificate

DELIVERY OF

CHAMBER OF COMMERCE AND INDUSTRY SERVICES

This annex is only valid in connection with the above-mentioned certificate