

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARLARI ENSTİTÜSÜ
bu belge ile

ORTADOĞU ANTALYA LİMAN
İŞLETMELERİ A.Ş.
BÜYÜK LİMAN MEVKİİ 07070
ANTALYA / TÜRKİYE

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

Belge kapsamı Ek'te verilmiştir

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.



TÜRK STANDARLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

Antalya Belgelendirme Müdürü
Antalya Certification Manager

Hasan DEMİRTAŞ

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

ORTADOĞU ANTALYA LİMAN İŞLETMELERİ
A.Ş.
BÜYÜK LİMAN MEVKİİ 07070
ANTALYA / TÜRKİYE

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-245/19-R18
Belge Tarihi / Date of Certificate	25.03.2022
Geçerlilik Tarihi / Valid Until	25.03.2025
Revizyon Tarihi / Date of Revision	25.03.2022
İlk Belge Tarihi / Initial Certification Date	04.10.2019

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-245/19-R18**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Kapsamı:

TS ISO 10002:2018
LİMAN İŞLETMECİLİĞİ, KILAVUZLUK VE
RÖMORKAJ HİZMETLERİ

SUNUMU



Belge Tarihi / Date of Certificate: **25.03.2022**

ORTADOĞU ANTALYA LİMAN
İŞLETMELERİ A.Ş.
BÜYÜK LİMAN MEVKİİ 07070
ANTALYA / TÜRKİYE

Scope of the Certificate:

TS ISO 10002:2018
DELIVERY OF

PORT OPERATION, PILOTAGE AND TOWAGE
SERVICES



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

ORTADOĞU ANTALYA LİMAN İŞLETMELERİ A.Ş.

BÜYÜK LİMAN MEVKİİ 07070
ANTALYA / TÜRKİYE

has implemented and maintains a

CUSTOMER SATISFACTION MANAGEMENT SYSTEM

which fulfills the requirements of the following standard:

TS ISO 10002:2018

Issued on: 25-03-2022

Expires on: 25-03-2025

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-245/19-R18



Alex Stoichitoiu
President of IQNet

Hasan DEMİRTAŞ
Antalya Certification Manager



IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CISQ 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 Türkiye YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.



THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-245/19-R18

Name and Address of the certified organization

ORTADOĞU ANTALYA LİMAN İŞLETMELERİ A.Ş.

BÜYÜK LİMAN MEVKİİ 07070 ANTALYA / TÜRKİYE

Scope of the Certificate

DELIVERY OF

PORT OPERATION, PILOTAGE AND TOWAGE SERVICES

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