



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

IQNet and
TSE
hereby certify that the organization

İSTANBUL SERBEST MUHASEBECİ MALİ MÜŞAVİRLER ODASI

KURTULUŞ CAD. NO:114 34375 ŞİŞLİ -
İSTANBUL / TÜRKİYE

has implemented and maintains a
CUSTOMER SATISFACTION MANAGEMENT SYSTEM
which fulfills the requirements of the following standard

TS ISO 10002:2014

Issued on: 11-08-2016
Validity date: 11-08-2019

Registration Number : TR-MY-95/13-R14



Michael Drechsel
President of IQNet



Gökçen Bircan Değerliyurt
Head of System Certification Group

IQNet Partners*:

AENOR Spain AFNOR Certification France AIB-Vinçotte International Belgium APCER Portugal
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FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia IMNC Mexico Inspecta Certification Finland INTECO Costa Rica
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* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



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Annex to IQNET Certificate Number :TR-MY-95/13-R14

Name and Address of the certified organization

İSTANBUL SERBEST MUHASEBECİ MALİ MÜŞAVİRLER ODASI

KURTULUŞ CAD. NO:114 34375 ŞİŞLİ - İSTANBUL / TÜRKİYE

Scope of the Certificate

DELIVERY OF

- MEMBERSHIP AND INTERNSHIP SERVICES FOR PUBLIC ACCOUNTANTS AND CERTIFIED
PUBLIC ACCOUNTANTS

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



TURKISH STANDARDS INSTITUTION

