

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARDLARI ENSTİTÜSÜ
bu belge ile

ORTADOĞU ANTALYA LİMAN İŞLETMELERİ A.Ş.
ANTALYA ŞUBESİ - PORT AKDENİZ ANTALYA
BÜYÜK LİMAN MEVKİİ 07070
ANTALYA / TÜRKİYE

kuruluşunun TS ISO 10002:2014 şartlarına uygun bir MÜŞTERİ
MEMNUNİYETİ YÖNETİM SİSTEMİ'ne sahip olduğunu
onaylar.

Belge kapsamı Ek'te verilmiştir

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.



TÜRK STANDARDLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

SİSTEM BELGELENDİRME GRUP BAŞKANI
HEAD of SYSTEM CERTIFICATION GROUP

MESUT DURU

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

ORTADOĞU ANTALYA LİMAN İŞLETMELERİ A.Ş.
ANTALYA ŞUBESİ - PORT AKDENİZ ANTALYA
BÜYÜK LİMAN MEVKİİ 07070
ANTALYA / TÜRKİYE

has a CUSTOMER SATISFACTION MANAGEMENT
SYSTEM which fulfills the requirements of the TS ISO
10002:2014

Scope of the certificate is given in annex

Belge No / Certificate No

MY-245/19

Belge Tarihi / Date of Certificate

04.10.2019

Geçerlilik Tarihi / Valid Until

04.10.2022

Revizyon Tarihi / Date of Revision

04.10.2019

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**

Belge Tarihi / Date of Certificate: **04.10.2019**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

ORTADOĞU ANTALYA LİMAN İŞLETMELERİ A.Ş.
ANTALYA ŞUBESİ - PORT AKDENİZ ANTALYA
BÜYÜK LİMAN MEVKİİ 07070
ANTALYA / TÜRKİYE

Belge Kapsamı:

TS ISO 10002:2014

LİMAN İŞLETMECİLİĞİ, KILAVUZLUK VE RÖMORKAJ
HİZMETLERİ

SUNUMU

M - C
TSE - ISO
10002

Scope of the Certificate:

TS ISO 10002:2014

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. ANTALYA ŞUBESİ -
PORT AKDENİZ ANTALYA**

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 10002:2014

Issued on: 04-10-2019
Expires on: 04-10-2022

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



Alex Stoichitoiu
President of IQNet

Mesut Duru
Head of System Certification Group



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 Turkey 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

Name and Address of the certified organization

**ORTADOĞU ANTALYA LİMAN İŞLETMELERİ A.Ş. ANTALYA ŞUBESİ -
PORT AKDENİZ ANTALYA**

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



TURKISH STANDARDS INSTITUTION



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