

## Customer Satisfaction Guidelines for Complaints Handling in Organizations ISO 10002:2018

Following an audit conducted in accordance with the auditing procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby confirmed that the complaints handling guidelines applied by

**Çimtaş Gemi İnşa Sanayi ve Ticaret Anonim Şirketi**  
**Kocaeli Serbest Bölgesi, 104. Cadde, No: 2, Yeniköy,**  
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**Türkiye**

**cimtaş**

have been successfully assessed against the guidelines of ISO 10002:2018 Customer Satisfaction Guidelines for complaints handling in organizations.

Scope

**Merchant and military new building ship design, building and repair & maintenance services, construction of floating power plants & offshore platforms, design, manufacture and erection services of pressure vessels, drums, boilers, steel structures, bridges, wind towers and piping systems**

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Authorized Signatory  
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

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This has been issued based on an audit carried out by TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş. and is subject to periodic surveillance activities during the validity period. ISO 10002:2018 is a guideline.

This represents an evaluation of assessment and does not constitute an accredited certification.

TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A. Ş.  
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