

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARDLARI ENSTİTÜSÜ
bu belge ile

MATEL HAMMADDE SAN. VE TİC. A.Ş. - MANİSA
SEREL ŞUBESİ
MANİSA OSB I. KISIM KEÇİLİKÖY OSB MAH.
ATATÜRK CAD. NO:14 YUNUSEMRE -
MANİSA / TÜRKİYE

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

Belge kapsamı Ek'te verilmiştir

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.



TÜRK STANDARDLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

İzmir Belgelendirme Müdürü
İzmir Certification Manager

Ahmet Namli

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

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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-051/11-R18
Belge Tarihi / Date of Certificate	08.04.2021
Geçerlilik Tarihi / Valid Until	07.10.2023
Revizyon Tarihi / Date of Revision	08.04.2021
İlk Belge Tarihi / Initial Certification Date	16.05.2011

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-051/11-R18**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Tarihi / Date of Certificate: **08.04.2021**

MATEL HAMMADDE SAN. VE TİC. A.Ş. - MANİSA
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ATATÜRK CAD. NO:14 YUNUSEMRE -
MANİSA / TÜRKİYE

Belge Kapsamı:

TS ISO 10002:2018

SERAMİK SAĞLIK GEREÇLERİ

- LAVABO, EVİYE, KLOZET, ALATURKA HELA TAŞI,
REZERVUAR, PİSUAR, BİDE, DUŞ TEKNESİ V.S. VE
AKSESUARLARI

- KLOZET, BİDE VE PİSUAR KAPAKLARI

TASARIMI VE ÜRETİMİ



Scope of the Certificate:

TS ISO 10002:2018

DESIGN AND PRODUCTION OF

CERAMIC SANITARY WARE

- WASH BASIN, SINK, CLOSET, CISTERN,
SQUATTING PAN, URINAL, BIDET, SHOWER TRAY
ETC. AND ACCESSORIES
- CLOSET COWERS, BIDET COVERS AND URINAL
COVERS





IQNet

THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

MATEL HAMMADE SAN. VE TIC. A.Ş. - MANİSA SEREL ŞUBESİ

MANİSA OSB İ. KISIM KEÇİLİKÖY OSB MAH. ATATÜRK CAD. NO:14 YUNUSEMRE -
MANİSA / TÜRKİYE

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

TS ISO 10002:2018

Issued on: 08-04-2021

Expires on: 07-10-2023

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-051 / 11-R18



Alex Stoichitoiu

President of IQNet

Ahmet Namlı

Izmir Certification Manager



*IQNet Partners**:

AENOR Spain AFNOR Certification France APCER Portugal CISO Italy

CQC China COM 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 Mexico POBC Poland Quality Austria RR Russia SII Israel SIQ Slovenia

SIRIM QAS International Malaysia SOS 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.



IqNet

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THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-051 / 11-R18

Name and Address of the certified organization

MATEL HAMMADDE SAN. VE TIC. A.Ş. - MANISA SEREL ŞUBESİ

MANISA OSB I. KISIM KEÇİLİKÖY OSB MAH. ATATÜRK CAD. NO:14 YUNUSEMRE - MANISA / TÜRKİYE

Scope of the Certificate

DESIGN AND PRODUCTION OF

CERAMIC SANITARY WARE

- WASH BASIN, SINK, CLOSET, CISTERN, SQUATTING PAN, URINAL, BIDET, SHOWER TRAY ETC. AND ACCESSORIES
- CLOSET COVERS, BIDET COVERS AND URINAL COVERS

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



TURKISH STANDARDS INSTITUTION

