

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE

Partner of
INET
THE INTERNATIONAL CERTIFICATION NETWORK

TÜRK STANDARDLARI ENSTİTÜSÜ

bu belge ile

MİGROS TİC. A.Ş.
MERKEZ ATATÜRK MAH. TURGUT ÖZAL BULVARI NO 7
ATAŞEHİR - İSTANBUL
GEBZE ET.GEBZE OSB 90. SOK. NO 92 GEBZE - KOCAELİ
MİGET DM İTOB OSB 10008 SOK. NO 4 TEKELİ -
MENDERES - İZMİR
İSTANBUL / TÜRKİYE

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

Belge kapsamı Ek'te verilmiştir

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

MİGROS TİC. A.Ş.
MERKEZ ATATÜRK MAH. TURGUT ÖZAL BULVARI NO 7
ATAŞEHİR - İSTANBUL
GEBZE ET.GEBZE OSB 90. SOK. NO 92 GEBZE - KOCAELİ
MİGET DM İTOB OSB 10008 SOK. NO 4 TEKELİ - MENDERES
- İZMİR
İSTANBUL / 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



TÜRK STANDARDLARI ENSTİTÜSÜ TURKISH STANDARDS INSTITUTION

İstanbul Belgelendirme Müdürü
İstanbul Certification Manager:

Ahmet Nursi Kartal

Belge No / Certificate No	MY-102/13-R14
Belge Tarihi / Date of Certificate	09.11.2021
Geçerlilik Tarihi / Valid Until	13.11.2022
Revizyon Tarihi / Date of Revision	09.11.2021
İlk Belge Tarihi / Initial Certification Date	11.11.2013

This certificate is valid provided that compliance
with the certification requirement is maintained.

Bu belge, Türk Standartları Enstitüsü'nün kuruluşu hakkındaki 132 sayılı kanun uyarınca verilmiştir.
This certificate is issued in accordance with the Law No. 132 establishing Turkish Standards Institution.

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE EK / ANNEX



Belge No / Certificate No: MY-102/13-R14

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Kapsamı:

TS ISO 10002:2018

- PERAKENDE, TOPTAN VE İNTERNET ORTAMINDA SATIŞ HİZMETLERİ
- ORGANİZASYONEL VE LOJİSTİK DESTEK HİZMETLERİ
- KARKAS ET PARÇALAMA, ET ÜRÜNLERİNE DÖNÜŞTÜRME, İŞLEME PAKETLEME VE DAĞITIMI (02.11.2016 TARİHİNDEN İTİBAREN)

TASARIM VE SUNUMU

Belge Tarihi / Date of Certificate: 09.11.2021

MIGROS TIC. A.Ş.
MERKEZ ATATÜRK MAH. TURGUT ÖZAL BULVARI NO.7
ATAŞEHİR - İSTANBUL
GEBZE ET GEBZE OSB 90. SOK. NO.92 GEBZE - KOCAELİ
MİGEM DİMİTOS OSB 10008 SOK. NO.4 TEKELİ -
MENDERES - İZMİR
İSTANBUL / TÜRKİYE

Scope of the Certificate:

TS ISO 10002:2018

DESIGN AND DELIVERY OF

- RETAIL, WHOLESALE AND INTERNET SALES SERVICES
- ORGANIZATIONAL AND LOGISTIC SUPPORT SERVICES
- CARCASS MEAT CUTTING, CONVERSION TO FINER MEAT PRODUCTS, PROCESSING, PACKAGING AND DISTRIBUTION SERVICES (SINCE 02.11.2016)

M - C
TSE - ISO
10002



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

MİGROS TİC. A.Ş.

MERKEZ ATATÜRK MAH. TURGUT ÖZAL BULVARI NO:7 ATAŞEHİR - İSTANBUL
GEBZE ET:GEBZE OSB 90. SOK. NO:92 GEBZE - KOCAELİ
MİGET DM:İTOB OSB 10008 SOK. NO:4 TEKELİ - MENDERES - İZMİR
İSTANBUL / TÜRKİYE

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

TS ISO 10002:2018

Issued on: 09-11-2021

Expires on: 13-11-2022

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-102/13-R14



Alex Stoichitoiu
President of IQNet

Ahmet Nursi Kartal
İstanbul 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.

®

IQNet

THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-102/13-R14

Name and Address of the certified organization

MİGROS TİC. A.Ş.

MERKEZ:ATATÜRK MAH. TURGUT ÖZAL BULVARI NO:7 ATAŞEHİR - İSTANBUL
GEBZE ET:GEBZE OSB 90. SOK. NO:92 GEBZE - KOCAELİ

MİGET DM:İTOB OSB 10008 SOK. NO:4 TEKELİ - MENDERES - İZMİR İSTANBUL / TÜRKİYE

Scope of the Certificate

DESIGN AND DELIVERY OF

- RETAIL, WHOLESALE AND INTERNET SALES SERVICES
- ORGANIZATIONAL AND LOGISTIC SUPPORT SERVICES
- CARCASS MEAT CUTTING, CONVERSION TO FINER MEAT PRODUCTS, PROCESSING, PACKAGING AND DISTRIBUTION SERVICES (SINCE 02.11.2016)

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



TURKISH STANDARDS INSTITUTION



[Handwritten signature]

341712202102472104