

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE

Partner of



TÜRK STANDARDLARI ENSTİTÜSÜ
bu belge ile

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

MİGROS TIC. 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 / TÜRKİYE

MIGROS TIC. A.Ş.
MERKEZ: ATATÜRK MAH. TURGUT ÖZAL BULVARI NO:7
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İZMİR / TÜRKİYE

M - C
TSE - ISO
10002

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

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

Belge kapsamı Ek'te verilmiştir

Scope of the certificate is given in annex

TÜRK STANDARDLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

SİSTEM BELGELENDİRME GRUP BAŞKANI
HEAD of SYSTEM CERTIFICATION GROUP

MESUT DURU

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.

Belge No / Certificate No

MY-102/13-R14

Belge Tarihi / Date of Certificate

13.11.2019

Geçerlilik Tarihi / Valid Until

02.11.2022

Revizyon Tarihi / Date of Revision

13.11.2019

İlk Belge Tarihi / Initial Certification Date

11.11.2013

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-102/13-R14**

Belge Tarihi / Date of Certificate: **13.11.2019**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

MİGROS TIC. A.Ş.
MERKEZ: ATATÜRK MAH. TURGUT ÖZAL BULVARI NO:7
ATAŞEHİR - İSTANBUL
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Belge Kapsamı:

Scope of the Certificate:

TS ISO 10002:2014

TS ISO 10002:2014

- 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)

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)

TASARIM VE SUNUMU

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THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

MIGROS 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 / TÜRKİYE

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

TS ISO 10002:2014

Issued on: 13-11-2019
Expires on: 02-11-2022

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

Mesut Duru

Head of System Certification Group



*IQNet Partners**

AENOR Spain APNOR Certification France APCER Portugal CISQ Italy
CQC China QCM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDDONORMA Venezuela ICONTEC Colombia Inspecta Sertifointi Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
MYCE - SIGE México POBC 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: APNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



THE INTERNATIONAL CERTIFICATION NETWORK

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

Name and Address of the certified organization

MIGROS TIC. A.Ş.

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

