

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Tupras Genel Mudurluk
P.K.211-212
Izmit-Kocaeli
Kocaeli
41790
Turkey

Holds Certificate No:

CMS 661115

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

Management of customer complaints for petroleum products sold and services offered at TUPRAS Headquarters, Izmit, Izmir, Kirikkale, Batman Refineries and affiliated terminals

For and on behalf of BSI:



Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2017-01-18

Latest Revision Date: 2021-01-15

Effective Date: 2021-01-18

Expiry Date: 2022-01-17

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