



Certificate of Registration

COMPLAINTS MANAGEMENT SYSTEM - ISO 10002:2004

This is to certify that:

Borçelik Çelik Sanayi Ticaret A.Ş.
Hisar Mah. Gemsaz Mevkii
Gemlik
Bursa
16601
Türkiye

Holds Certificate No: **CMS 517922**

and operates a Complaints Management System in compliance with ISO 10002:2004.

Customer Satisfaction Management activities handled by Sales, Sales Planning and CTR.

For and on behalf of BSI:

Managing Director, BSI EMEA

Originally registered: **19/06/2007**

Latest Issue: **08/07/2009**

Expiry Date: **08/07/2010**



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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
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