

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARDLARI ENSTİTÜSÜ
bu belge ile

LİMAK İSKENDERUN ULUSLARARASI LİMAN
İŞLETMECİLİĞİ A.Ş.
LİMAKPORT İSKENDERUN LİMANI ÇAY MAH.
5 TEMMUZ CAD. NO:45/1 İSKENDERUN -
HATAY / 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

LİMAK İSKENDERUN ULUSLARARASI LİMAN
İŞLETMECİLİĞİ A.Ş.
LİMAKPORT İSKENDERUN LİMANI ÇAY MAH.
5 TEMMUZ CAD. NO:45/1 İSKENDERUN -
HATAY / 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

Sistem Belgelendirme Grup Başkanı
Head of System Certification Group

Mesut Duru

Belge No / Certificate No	MY-275/21
Belge Tarihi / Date of Certificate	30.07.2021
Geçerlilik Tarihi / Valid Until	30.07.2024
Revizyon Tarihi / Date of Revision	30.07.2021
İlk Belge Tarihi / Initial Certification Date	30.07.2021

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.

063007202102430001

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE

EK / ANNEX



Belge No / Certificate No: MY-275/21

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Kapsamı:

TS ISO 10002:2018

KONTEYNER, DÖKME, PROJE, GENEL KARGO YÜKLERİ,
CANLI HAYVAN YÜKLERİ, RO-RO YÜKLERİ İÇİN
PİLOTAJ/RÖMORKAJ, GEMİ TAHMİL TAHLİYE, TERMINAL
DEPOLAMA VE ATIK ALIM HİZMETLERİ

SUNUMU

Belge Tarihi / Date of Certificate: 30.07.2021

LİMAK İSKENDERUN ULUSLARARASI LİMAN
İŞLETMECİLİĞİ A.Ş.
LİMAKPORT İSKENDERUN LİMANI ÇAY MAH.
5 TEMMUZ CAD. NO:45/1 İSKENDERUN -
HATAY / TÜRKİYE

Scope of the Certificate:

TS ISO 10002:2018

DELIVERY OF

CONTAINER, DRY BULK, PROJECT, GENERAL CARGO,
LIVESTOCK, RO-RO, MARINE SERVICES, VESSEL
LOADING/UNLOADING, TERMINAL, STORAGE AND
WASTE RECEPTION SERVICES



CERTIFICATE

THE INTERNATIONAL CERTIFICATION NETWORK



LİMAK İSKENDERUN ULUSLARARASI LİMAN İŞLETMECİLİĞİ A.Ş.

LİMAKPORT İSKENDERUN LİMANI ĞAY MAH. 5 TEMMUZ CAD. NO:45/1 İSKENDERUN - HATAY / TÜRKİYE

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

TS ISO 10002:2018

Issued on: 30-07-2021
Expires on: 30-07-2024

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-275/21



Alex Stoichitoiu
President of IQNet

Mesut Duru
Head of System Certification Group



IQNet Partners*:
AFNOR Spain AFNOR Certification France APCER Portugal CISO Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDONORMA Venezuela ICONTEC Colombia Inspecta Serfthöint Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan KFO Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE - SIGE Mexico PCBQ Poland Quality Austria RR Russia SII Israel SIQ Slovenia
SIRM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
The list of IQNet partners is valid at the time of this certificate. Updated information is available under www.iqnet-certification.com

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

DELIVERY OF
CONTAINER, DRY BULK, PROJECT, GENERAL CARGO, LIVESTOCK, RO-RO, MARINE
SERVICES, VESSEL LOADING/UNLOADING, TERMINAL, STORAGE AND WASTE RECEPTION
SERVICES

Scope of the Certificate

LIMAKPORT İSKENDERUN LİMANI ÇAY MAH. 5 TEMMUZ CAD. NO:45/1 İSKENDERUN - HATAY /
TÜRKİYE

Name and Address of the certified organization
LİMAK İSKENDERUN ULUSLARARASI LİMAN İŞLETMECİLİĞİ A.Ş.

Annex to IQNET Certificate Number: TR-MY-275/21

THE INTERNATIONAL CERTIFICATION NETWORK

