TÜV SÜD TÜV SÜD TÜV SÜD
CERTIFICATE • CERTIFICATE • CERTIFICATE • CERTIFICATE

# CERTIFICATE

**Management Service Unit of**
**TÜV SÜD Turkey**

certifies that

akyaşam

**AKYAŞAM YÖNETİM HİZMETLERİ A.Ş.**
**(AKBATI SHOPPING CENTER)**

**KOZA MAH. 1655 SK. NO:6 ESENYURT 34538**
**İSTANBUL / TÜRKİYE**

has established and applies
a Customer Complaints Management System for

**BUILDING AND FACILITY MANAGEMENT**

An audit was performed,
Report No: **712925730**

Proof has been furnished that the requirements
according to

**ISO 10002:2018**
are fulfilled.

Certificate Registration No.: **26 2 712925730**

Initial Issue Date: **21.02.2024**
Issue Date: **15.12.2025**
Certificate Validity Date: **20.02.2027**
Revision date / Rev. No: **- / -**

TÜV SÜD Turkey
Management Service Unit

Complaints Management
TÜV SÜD
ISO 10002

26-SER-00285