



# CERTIFICATE

Management Service Unit  
of TÜV SÜD Turkey

certifies that



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

**ACIBADEM MAH. ÇEÇEN SK. NO:25 ÜSKÜDAR 34660**  
**İSTANBUL / TÜRKİYE**

has established and applies  
a Customer Complaints Management System for

**BUILDING AND FACILITY MANAGEMENT**

An audit was performed,  
Report No: **712925053**

Proof has been furnished that the  
requirements according to

**ISO 10002:2018**  
are fulfilled.

Certificate Registration No.: **24 2 712925053**

Initial Issue Date: **21.02.2024**

Issue Date: **21.02.2024**

Certificate Validity Date: **20.02.2025**

Revision date / Rev. No: - / -

TÜV SÜD Turkey  
Management Service Unit



**24-SER- 01444**

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