



# CERTIFICATE

Management Service Unit of  
TÜV SÜD Turkey

certifies that



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

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

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- 01445

Further info: +90 212 347 98 10  
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