

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARLARI ENSTİTÜSÜ
bu belge ile

DYO BOYA FABRİKALARI SAN. VE TİC. A.Ş.
KOCAELİ FAB.
DİLOVASI OSB FIRAT CAD. NO:11
DİLOVASI -
KOCAELİ / TÜRKİYE

kuruluşunun TS ISO 10002:2018 şartlarına uygun bir MÜŞTERİ
MEMNUNİYETİ YÖNETİM SİSTEMİ'ne sahip olduğunu onaylar.



TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

DYO BOYA FABRİKALARI SAN. VE TİC. A.Ş. -
KOCAELİ FAB.
DİLOVASI OSB FIRAT CAD. NO:11 DİLOVASI
-
KOCAELİ / TÜRKİYE

has a CUSTOMER SATISFACTION MANAGEMENT
SYSTEM which fulfills the requirements of the TS ISO
10002:2018

Belge kapsamı Ek'te verilmiştir

TÜRK STANDARLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

Scope of the certificate is given in annex

Belge No / Certificate No	MY-030/10-R18
Belge Tarihi / Date of Certificate	12.10.2022
Geçerlilik Tarihi / Valid Until	16.10.2025
Revizyon Tarihi / Date of Revision	12.10.2022
İlk Belge Tarihi / Initial Certification Date	01.11.2010

This certificate is valid provided that compliance
with the certification requirement is maintained.

İstanbul Belgelendirme Müdürü
İstanbul Certification Manager

Meriç KARACAN

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.

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE

EK / ANNEX



Belge No / Certificate No: MY-030/10-R18

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Kapsamı:

TS ISO 10002:2018

- İNŞAAT GRUBU ÜRÜNLER;
- EMÜLSİYON SON KATLAR
- DIŞ CEPHE BOYALARI
- VERNİKLER
- TAHTA KORUYUCULAR
- ASTARLAR
- MACUNLAR
- RENKLENDİRİCİLER
- TUTKAL
- TASARIM VE ÜRETİMİ
- YALITIM SİSTEMLERİ
- SATIŞ VE PAZARLAMASI

Belge Tarihi / Date of Certificate: 12.10.2022

DYO BOYA FABRİKALARI SAN. VE TİC. A.Ş.

- KOCAELİ FAB.

DİLOVASI OSB FIRAT CAD. NO:11

DİLOVASI -

KOCAELİ / TÜRKİYE

Scope of the Certificate:

TS ISO 10002:2018

- DESIGN AND PRODUCTION OF
- CONSTRUCTION GROUP PRODUCTS;
- EMULSION TOPCOATS
- EXTERIOR WALL PAINTS
- VARNISHES
- WOOD PROTECTIVE
- PRIMERS
- PUTTIES
- COLOR MIXING SYSTEMS
- GLUE

- SALES AND MARKETING OF
- INSULATION COMPOSITE SYSTEMS





Building
trust
together.

Certificate

Annex to IQNET Certificate Number :TR-MY-030/10-R18

Name and Address of the certified organization

DYO BOYA FABRİKALARI SAN. VE TİC. A.Ş. - KOCAELİ FAB.

DİLOVASI OSB FIRAT CAD. NO:11 DİLOVASI - KOCAELİ / TÜRKİYE

Scope of the Certificate

DESIGN AND PRODUCTION OF
CONSTRUCTION GROUP PRODUCTS;

- EMULSION TOPCOATS
- EXTERIOR WALL PAINTS
- VARNISHES
- WOOD PROTECTIVE
- PRIMERS
- PUTTIES
- COLOR MIXING SYSTEMS
- GLUE

SALES AND MARKETING OF
- INSULATION COMPOSITE SYSTEMS

This annex is only valid in connection with the original certificate number mentioned above.

IQNet Members:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela
ICONTEC Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifiointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan
KFQ Korea **LSQA** Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE - SIGE** México **PCBC** Poland
Quality Austria Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia



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Certificate

TSE has issued an IQNet recognized certificate that the organization:

DYO BOYA FABRİKALARI SAN. VE TİC. A.Ş. - KOCAELİ FAB.

DİLOVASI OSB FIRAT CAD. NO:11 DİLOVASI -
KOCAELİ / TÜRKİYE

has implemented and maintains a

CUSTOMER SATISFACTION MANAGEMENT SYSTEM

for the following scope:

Scope of the certificate is given in annex

which fulfills the requirements of the following standard:

TS ISO 10002:2018

Issued on: 12-10-2022

First Issued on: 01-11-2010

Expires on: 16-10-2025

Registration Number : TR-MY-030/10-R18

Alex Stoichitoiu
President of IQNet

Meriç KARACAN
İstanbul Certification Manager



This attestation is directly linked to the IQNet Member's original certificate and shall not be used as a stand-alone document.

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