

# Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Borusan Mak. Guc Sisteml.  
San.Tic. A.S.  
Genel Mudurluk Gebze  
Organize Sanayi Bölgesi  
1500.Sokak No:1501 Gebze  
Kocaeli  
41400  
Turkey

Holds Certificate No:

**CMS 563652**

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

Customer satisfaction-complaint management practices for sales and sales support services of earthmoving and construction equipment's and power systems

For and on behalf of BSI:



Matt Page, Senior Vice President, EMEA Assurance

Original Registration Date: 2010-08-17

Latest Revision Date: 2025-09-04

Effective Date: 2025-09-06

Expiry Date: 2026-09-05

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