

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARLARI ENSTİTÜSÜ
bu belge ile

TÜRK HAVA YOLLARI TEKNİK A.Ş
MERKEZ: SABIHA GÖKÇEN HAVAALANI E KAPISI SANAYİ MAH
HAVAALANI İÇYOLU CAD. NO:3 34906 PENDİK - İSTANBUL
YEŞİLKÖY HAVALİMANI YEŞİLKÖY ATATÜRK HAVALİMANI B KAPISI
34149 BAKIRKÖY - İSTANBUL
ESENBOĞA HAVALİMANI: ESENBOĞA HAVALİMANI TEKNİK BAKIM
HANGARI 06750 AKYURT -
ANKARA / TÜRKİYE

kuruluşunun TS ISO 10002:2014 şartlarına uygun bir MÜŞTERİ
MEMNUNİYETİ YÖNETİM SİSTEMİ'ne sahip olduğunu
onaylar.

Belge kapsamı Ek'te verilmiştir

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.

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.



TÜRK STANDARLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

SİSTEM BELGELENDİRME GRUP BAŞKANI
HEAD of SYSTEM CERTIFICATION GROUP

GÖKÇEN BİRCAN DEĞERLİYURT

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

TURK HAVA YOLLARI TEKNİK A.Ş
MERKEZ: SABIHA GÖKÇEN HAVAALANI E KAPISI SANAYİ MAH
HAVAALANI İÇYOLU CAD. NO:3 34906 PENDİK - İSTANBUL
YEŞİLKÖY HAVALİMANI: YEŞİLKÖY ATATÜRK HAVALİMANI B KAPISI
34149 BAKIRKÖY - İSTANBUL
ESENBOĞA HAVALİMANI: ESENBOĞA HAVALİMANI TEKNİK BAKIM
HANGARI 06750 AKYURT -
ANKARA / TÜRKİYE

has a CUSTOMER SATISFACTION MANAGEMENT
SYSTEM which fulfills the requirements of the TS ISO
10002:2014

Scope of the certificate is given in annex

Belge No / Certificate No	MY-090/13-R14
Belge Tarihi / Date of Certificate	08.05.2019
Geçerlilik Tarihi / Valid Until	22.04.2022
Revizyon Tarihi / Date of Revision	08.05.2019
İlk Belge Tarihi / Initial Certification Date	08.04.2013

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

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ
CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE

EK / ANNEX



Belge No / Certificate No: **MY-090/13-R14**

Belge Tarihi / Date of Certificate: **08.05.2019**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

TURK HAVA YOLLARI TEKNİK A.Ş.
MERKEZ: SABIHA GÖKÇEN HAVAALANI E KAPISI SANAYİ MAH.
HAVAALANI İÇYOLU CAD. NO:3 34906 PENDİK - İSTANBUL
YEŞİLKÖY HAVALIMANI: YEŞİLKÖY ATATÜRK HAVALIMANI B KAPISI
34149 BAKIRKÖY - İSTANBUL
ESENBOĞA HAVALIMANI: ESENBOĞA HAVALIMANI TEKNİK BAKIM
HANGARI 06750 AKYURT -
ANKARA / TÜRKİYE

Scope of the Certificate:

TS ISO 10002:2014

DELIVERY OF
MAINTENANCE, REPAIR, RENOVATION,
MODIFICATION AND ENGINEERING SERVICES OF
AIRCRAFT AND AIRCRAFT COMPONENTS/PARTS

Belge Kapsamı:

TS ISO 10002:2014

UÇAK VE UÇAK KOMPONENTİ/PARÇASI

BAKIM, TAMİR, YENİLEME, MODİFİKASYON
VE MÜHENDİSLİK HİZMETLERİ
SUNUMU

M - C
TSE - ISO
10002

THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

TÜRK HAVA YOLLARI TEKNİK A.Ş.

MERKEZ: SABIHA GÖKÇEN HAVAALANI E KAPISI SANAYİ MAH. HAVAALANI İÇYOLU CAD. NO:3 34906 PENDİK - İSTANBUL
YEŞİLKÖY HAVALLIMANI: YEŞİLKÖY ATATÜRK HAVALLIMANI B KAPISI 34149 BAKIRKÖY - İSTANBUL
ESENBOĞA HAVALLIMANI: ESENBOĞA HAVALLIMANI TEKNİK BAKIM HANGARI 06750 AKYURT - ANKARA / TÜRKİYE

has implemented and maintains a
CUSTOMER SATISFACTION MANAGEMENT SYSTEM
which fulfills the requirements of the following standard:

TS ISO 10002:2014

Issued on: 08-05-2019

Expires on: 22-04-2022

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

Registration Number : TR-MY-090 / 13-R14



Alex Stoichitoiu

President of IQNet



Gökçen Bircan Degerliyurt

Head of System Certification Group

*IQNet Partners**:

AENOR Spain APNOR Certification France APCER Portugal CISO Italy

CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil

FONDONORMA Venezuela ICONTEC Colombia Inspectia Sertificarii Oy Finland INTECO Costa Rica

IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland

MYCE - SIGE Mexico PCBC Poland Quality Austria RR Russia SII Israel SIQ Slovenia

SIRIM QAS International Malaysia SGS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

IQNet is represented in the USA by: APNOR Certification, CISO, DQS Holding GmbH and NSAI Inc.



I-QNET

THE INTERNATIONAL CERTIFICATION NETWORK

Annex to I-QNET Certificate Number :TR-MY-090 /13-R14

Name and Address of the certified organization

TÜRK HAVA YOLLARI TEKNİK A.Ş.

MERKEZ: SABİHA GÖKÇEN HAVVALANI E KAPISI SANAYİ MAH. HAVVALANI İÇYOLU CAD. NO:3 34906 PENDİK - İSTANBUL
YEŞİLKÖY HAVVALIMI: YEŞİLKÖY ATATÜRK HAVVALIMI B KAPISI 34149 BAKIRKÖY - İSTANBUL
ESENBÖĞA HAVVALIMI: ESENBÖĞA HAVVALIMI TEKNİK BAKIM HANGARI 06750 AKYURT - ANKARA / TÜRKİYE

Scope of the Certificate

DELIVERY OF
MAINTENANCE, REPAIR, RENOVATION, MODIFICATION AND ENGINEERING SERVICES OF
AIRCRAFT AND AIRCRAFT COMPONENTS/PARTS

This annex is only valid in connection with the above-mentioned certificate



TURKISH STANDARDS INSTITUTION



061005201911540001