



BUREAU
VERITAS

Bureau Veritas Certification

FORD OTOMOTİV SANAYİ A.Ş.

AKPINAR MAH. HASAN BASRİ CAD. NO:2 34885 SANCAKTEPE, İSTANBUL, TÜRKİYE

Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 10002:2018

Scope of certification

MANAGING CUSTOMER COMPLAINTS AND SATISFACTION OF ALL FORD OTOSAN'S SALES, MARKETING AND AFTER-SALES ORGANIZATIONS' PRODUCTS AND SERVICES WITHIN THE CUSTOMERS IN TURKEY BORDERS

Original Cycle Start Date:	07-05-2012
Expiry Date of Previous Cycle:	NA
Certification / Recertification Audit date:	NA
Certification / Recertification cycle start date:	28-03-2024
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	01-05-2027

Certificate No.: TR013535

Version: 1

Issue Date: 28-03-2024

İBRAHİM TAGAY
Certification Manager



Head Office: Pasco Plaza Altayçeşme Mah. Çamlı Sok. No:21 Kat: 8
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Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50