

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARDLARI 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 10002:2014 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 Standardları 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 STANDARDLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

SİSTEM BELGELENDİRME GRUP BAŞKANI
HEAD of SYSTEM CERTIFICATION GROUP

MESUT DURU

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

DYO BOYA FABRİKALARI SAN. VE TİC. A.Ş. -
KOCAELİ FAB.
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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-03D/1D-R14

Belge Tarihi / Date of Certificate

16.10.2019

Geçerlilik Tarihi / Valid Until

16.10.2022

Revizyon Tarihi / Date of Revision

16.10.2019

İlk Belge Tarihi / Initial Certification Date

01.11.2010

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

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MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE EK / ANNEX



Belge No / Certificate No: MY-030/10-R14

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Kapsamı:

TS ISO 10002:2014

İNŞAAT GRUBU ÜRÜNLER;

- EMÜLSİYON SON KATLAR
- DIŞ CEPHE BOYALARI
- VERNİKLER
- TAHTA KORUYUCULAR
- ASTARLAR
- MACUNLAR
- RENKLENDİRİCİLER
- TUTKAL

TASARIM VE ÜRETİMİ

- ISI YALITIM SİSTEMLERİ
- SATIŞ VE PAZARLAMASI

M - C
TSE - ISO
10002

Belge Tarihi / Date of Certificate: 16.10.2019

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 10002:2014

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

- THERMAL INSULATION COMPOSITE SYSTEMS



THE INTERNATIONAL CERTIFICATION NETWORK

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
which fulfills the requirements of the following standard:

TS ISO 10002:2014

Issued on: 16-10-2019
Expires on: 16-10-2022

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-030/10-R14



Alex Stoichitoiu
President of IQNet

Mesut Duru
Head of System Certification Group



IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CISQ Italy
CQC China CQM Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifiointi Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE - SIGE México PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.



THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-030/10-R14

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
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SALES AND MARKETING OF

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