

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARLARI ENSTİTÜSÜ
bu belge ile

BAYMAK MAKİNA SAN. VE TİC. A.Ş.
ORHANLI BELDESİ ORTA MAH. AKDENİZ SOK. NO:8 34959 TUZLA
İSTANBUL / TÜRKİYE

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

Belge kapsamı Ek'te verilmiştir

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.



TÜRK STANDARLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

İstanbul Belgelendirme Müdürü V.
İstanbul Certification Manager Vice

Bahtiyar UĞUR

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.

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

BAYMAK MAKİNA SAN. VE TİC. A.Ş.
ORHANLI BELDESİ ORTA MAH. AKDENİZ SOK. NO:8 34959 TUZLA -
İSTANBUL / TÜRKİYE

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

Scope of the certificate is given in annex

Belge No / Certificate No

MY-164/16-R14

Belge Tarihi / Date of Certificate

16.03.2022

Geçerlilik Tarihi / Valid Until

18.02.2025

Revizyon Tarihi / Date of Revision

16.03.2022

İlk Belge Tarihi / Initial Certification Date

20.01.2016

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-164/16-R14

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Tarihi / Date of Certificate: 16.03.2022

BAYMAK MAKİNA SAN. VE TİC. A.Ş.
ORHANLI BELDESİ ORTA MAH. AKDENİZ SOK. NO:8 34959 TUZLA
-
İSTANBUL / TÜRKİYE

Belge Kapsamı:

TS ISO 10002:2018

- KAZANLAR, TERMOSİFONLAR, SIVI VE GAZ YAKITLI BRÜLÖRLER, HİDROFORLAR, KOMBİLER, GÜNEŞ ENERJİ SİSTEMLERİ, ŞOFBENLER, BOYLERLER, GENLEŞME TANKLARI
TASARIMI, ÜRETİMİ VE SATIŞ SONRASI HİZMETLERİ SUNUMU

- ASPİRATÖRLER, HAVLUPANLAR, POMPALAR, SOBALAR, ANİ SU ISITICILAR, VANALAR, KLİMALAR, PANEL RADYATÖRLER, YER TİPİ YOĞUŞMALI KAZANLAR, BRÜLÖR(GAZ YAKITLI), GENLEŞME TANKLARI, ISI POMPALARI, ISI İSTASYONU, ODA TERMOSTATLARI, ISI PAY ÖLÇER, KALORİMETRELER, GÜNEŞ PİLİ PAZARLAMA, SATIŞ VE SATIŞ SONRASI HİZMETLERİ SUNUMU

**M - C
TSE - ISO
10002**

Scope of the Certificate:

TS ISO 10002:2018

DELIVERY OF
DESIGN, PRODUCTION AND AFTER SALES SERVICES FOR

- FLOOR STANDING BOILERS, ELECTRICAL WATER HEATERS, BURNERS(OIL AND NATURAL GAS), BOOSTERS, WALL HUNG BOILERS(LPG AND NATURAL GAS), SOLAR ENERGY SYSTEMS, GAS WATER HEATERS, SANITARY WATER HEATERS, EXPANSION TANKS

DELIVERY OF

MARKETING, SALES AND AFTER SALES SERVICES FOR
- EXHAUSTERS, TOWEL WARMERS, PUMPS, GAS SPACE HEATERS(LPG AND NATURAL GAS), INSTANT WATER HEATERS, VALVES, AIR CONDITIONERS, PANEL RADIATORS, FLOOR STANDING GAS CONDENSING BOILERS, BURNERS(NATURAL GAS), EXPANSION TANKS, HEAT PUMPS, SUB-STATIONS, ROOM THERMOSTATS, HEAT COST ALLOCATORS, CALORIMETER, SOLAR ENERGY SYSTEMS



THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-164/16-R14

Name and Address of the certified organization

BAYMAK MAKİNA SAN. VE TİC. A.Ş.

ORHANLI BELDESİ ORTA MAH. AKDENİZ SOK. NO:8 34959 TUZLA - İSTANBUL / TÜRKİYE

Scope of the Certificate

DELIVERY OF

DESIGN, PRODUCTION AND AFTER SALES SERVICES FOR

- FLOOR STANDING BOILERS, ELECTRICAL WATER HEATERS, BURNERS(OIL AND NATURAL GAS), BOOSTERS, WALL HUNG BOILERS(LPG AND NATURAL GAS), SOLAR ENERGY SYSTEMS, GAS WATER HEATERS, SANITARY WATER HEATERS, EXPANSION TANKS

DELIVERY OF

MARKETING, SALES AND AFTER SALES SERVICES FOR

- EXHAUSTERS, TOWEL WARMERS, PUMPS, GAS SPACE HEATERS(LPG AND NATURAL GAS), INSTANT WATER HEATERS, VALVES, AIR CONDITIONERS, PANEL RADIATORS, FLOOR STANDING GAS CONDENSING BOILERS, BURNERS(NATURAL GAS), EXPANSION TANKS, HEAT PUMPS, SUB-STATIONS, ROOM THERMOSTATS, HEAT COST ALLOCATORS, CALORIMETER, SOLAR ENERGY SYSTEMS

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



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

BAYMAK MAKİNA SAN. VE TİC. A.Ş.

ORHANLI BELDESİ ORTA MAH. AKDENİZ SOK. NO:8 34959 TUZLA -
İSTANBUL / TÜRKİYE

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

TS ISO 10002:2018

Issued on: 16-03-2022
Expires on: 18-02-2025

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-164/16-R14



Alex Stoichitoiu
President of IQNet

Bahtiyar UĞUR
İstanbul Certification Manager Vice



IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CISQ Italy
CQC China CQM China CQS 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 KFK Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE - SIGE Mexico PCBC Poland, Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAE Romania TEST St Petersburg Russia TSE Türkiye YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com