



MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ

CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARDLARI ENSTİTÜSÜ
bu belge ile

PANASONIC ELECTRIC WORKS ELEKTRİK
SAN. VE TİC. A.Ş.
ABDURRAHMANGAZİ MAH. EBUBEKİR
CAD. NO:44 SANCAKTEPE -
İSTANBUL / TÜRKİYE

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

Belge kapsamı Ek'te verilmiştir

Partner of IQNet

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.



TÜRK STANDARDLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

İstanbul Belgelendirme Müdürü V.
İstanbul Certification Manager V.

AKDOĞAN BULUT

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.

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

PANASONIC ELECTRIC WORKS ELEKTRİK
SAN. VE TİC. A.Ş.
ABDURRAHMANGAZİ MAH. EBUBEKİR CAD.
NO:44 SANCAKTEPE -
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-İST-02/21
Belge Tarihi / Date of Certificate	25.06.2024
Geçerlilik Tarihi / Valid Until	25.06.2027
Revizyon Tarihi / Date of Revision	25.06.2024
İlk Belge Tarihi / Initial Certification Date	20.06.2021

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



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



Belge No / Certificate No: **MY-İST-02/21**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Tarihi / Date of Certificate: **25.06.2024**

PANASONIC ELECTRIC WORKS ELEKTRİK
SAN. VE TİC. A.Ş.
ABDURRAHMANGAZİ MAH. EBUBEKİR
CAD. NO:44 SANCAKTEPE -
İSTANBUL / TÜRKİYE



Scope of the Certificate:

TS ISO 10002:2018
DESIGN AND PRODUCTION OF
- SWITCH AND SOCKETS, GROUP SOCKETS,
ACCESSORIES, FUSE BOXES, LOW VOLTAGE
SWITCHGEARS, ELECTRONIC ELECTRICITY
METERS AND AUTOMATIC METER
READING(AMR) SYSTEMS, BUILDING
AUTOMATION SYSTEMS

SALES OF
- HAND TOOLS, FIRE DETECTION SYSTEMS,
SOLAR POWER SYSTEMS, LED LIGHTING
PRODUCTS

Belge Kapsamı:

TS ISO 10002:2018

- ANAHTAR VE PRİZLER, GRUP PRİZLER,
AKSESUARLAR, SİGORTA KUTULARI, ALÇAK
GERİLİM ŞALT ÜRÜNLERİ, ELEKTRONİK
ELEKTRİK SAYAÇLARI VE OTOMATİK SAYAÇ
OKUMA SİSTEMİ(OSOS), BİNA OTOMASYON
SİSTEMLERİ
TASARIM VE ÜRETİMİ

- EL ALETLERİ, YANGIN ALGILAMA SİSTEMLERİ,
GÜNEŞ ENERJİ SİSTEMLERİ, LED AYDINLATMA
ÜRÜNLERİ SATIŞI

Partner of IQNet

Certificate

TSE has issued an IQNet recognized certificate that the organization:

PANASONIC ELECTRIC WORKS ELEKTRİK SAN. VE TİC. A.Ş.

ABDURRAHMANGAZI MAH. EBUBEKİR CAD. NO:44 SANCAKTEPE -
İSTANBUL / TÜRKİYE

has implemented and maintains a

CUSTOMER SATISFACTION MANAGEMENT SYSTEM

for the following scope:

Scope of the certificate is given in annex

which fulfills the requirements of the following standard:

TS ISO 10002:2018

Issued on: 25-06-2024

First Issued on: 20-06-2021

Expires on: 25-06-2027

Registration Number : TR-MY-İST-02/21



Alex Stoichituiu
President of IQNet



AKDOĞAN BULUT
İstanbul Certification Manager V.



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

IQNet Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela
ICONTEC Colombia **ICS** Bosnia and Herzegovina **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan
KFQ Korea **LSQA** Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE** México **PCBC** Poland
Quality Austria Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

Certificate

Annex to IQNET Certificate Number :TR-MY-İST-02/21

Name and Address of the certified organization

PANASONIC ELECTRIC WORKS ELEKTRİK SAN. VE TİC. A.Ş.

ABDURRAHMANGAZI MAH. EBUBEKİR CAD. NO:44 SANCAKTEPE - İSTANBUL / TÜRKİYE

Scope of the Certificate

DESIGN AND PRODUCTION OF

- SWITCH AND SOCKETS, GROUP SOCKETS, ACCESSORIES, FUSE BOXES, LOW VOLTAGE SWITCHGEARS, ELECTRONIC ELECTRICITY METERS AND AUTOMATIC METER READING(AMR) SYSTEMS, BUILDING AUTOMATION SYSTEMS

SALES OF

- HAND TOOLS, FIRE DETECTION SYSTEMS, SOLAR POWER SYSTEMS, LED LIGHTING PRODUCTS

This annex is only valid in connection with the original certificate number mentioned above.

IQNet Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela
ICONTEC Colombia **ICS** Bosnia and Herzegovina **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan
KFQ Korea **LSQA** Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE** México **PCBC** Poland
Quality Austria Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

