

# TSE

## MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARLARI ENSTİTÜSÜ  
bu belge ile

KÖKSAN PET VE PLASTİK AMBALAJ SAN. VE TIC. A.Ş.  
MERKEZ:4. OSB 83422 NOLU CAD. NO:10 ŞEHİTKAMİL -  
GAZİANTEP  
TESİS-1:4. OSB 83414 NOLU CAD. NO:16 ŞEHİTKAMİL -  
GAZİANTEP  
TESİS-2:2. OSB KARGALIHAN BABA OSB MAH. ORG. SAN.  
2. YOL NO:13 HENDEK -  
SAKARYA / TÜRKİYE

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

Belge kapsamı Ek'te verilmiştir



**TÜRK STANDARLARI ENSTİTÜSÜ**  
TURKISH STANDARDS INSTITUTION

Gaziantep Belgelendirme Müdürü  
Gaziantep Certification Manager

Rıza Okumuş

TURKISH STANDARDS INSTITUTION  
hereby certifies that the organization

KÖKSAN PET VE PLASTİK AMBALAJ SAN. VE TIC. A.Ş.  
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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-103/13-R18

Belge Tarihi / Date of Certificate

11.04.2022

Geçerlilik Tarihi / Valid Until

11.05.2023

Revizyon Tarihi / Date of Revision

11.04.2022

İlk Belge Tarihi / Initial Certification Date

06.12.2013

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.

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-103/13-R18**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Tarihi / Date of Certificate: **11.04.2022**

KÖKSAN PET VE PLASTİK AMBALAJ SAN. VE TİC. A.Ş.  
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NO:13 HENDEK -  
SAKARYA / TÜRKİYE



**Scope of the Certificate:**

**TS ISO 10002:2018**

CENTRE:  
DELIVERY OF  
DESIGN, PRODUCTION AND SERVICES OF  
- PET PACKAGING (PET PREFORM, PET BOTTLE, PET  
JAR)  
- PET SHEET  
- POLYETHYLENE CLOSURE  
- STRETCH FILM  
- BUBBLE WRAP

FACILITY 1:  
DELIVERY OF  
DESIGN, PRODUCTION AND SERVICES OF  
- PET RESIN

FACILITY 2:  
DELIVERY OF  
DESIGN, PRODUCTION AND SERVICES OF  
- PET PREFORM

**Belge Kapsamı:**

**TS ISO 10002:2018**

MERKEZ:

- PET AMBALAJ (PET PREFORM, PET ŞİŞE, PET KAVANOZ)
  - PET LEVHA
  - POLİETİLEN KAPAK
  - STREÇ FİLM
  - BALONLU NAYLON
- TASARIMI, ÜRETİMİ VE HİZMET SUNUMLARI

TESİS 1:

- PET REZİN

TASARIMI, ÜRETİMİ VE HİZMET SUNUMLARI

TESİS 2:

- PET PREFORM

TASARIMI, ÜRETİMİ VE HİZMET SUNUMLARI



THE INTERNATIONAL CERTIFICATION NETWORK

# CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

**KÖKSAN PET VE PLASTİK AMBALAJ SAN. VE TİC. A.Ş.**

MERKEZ:4. OSB 83422 NOLU CAD. NO:10 ŞEHİTKAMİL – GAZİANTEP  
TESİS-1:4. OSB 83414 NOLU CAD. NO:16 ŞEHİTKAMİL - GAZİANTEP  
TESİS-2:2. OSB KARGALIHAN BABA OSB MAH. ORG. SAN. 2. YOL NO:13 HENDEK -  
SAKARYA / TÜRKİYE

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

**TS ISO 10002:2018**

Issued on: 11-04-2022

Expires on: 11-05-2023

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-103/13-R18*



Alex Stoichitoiu  
President of IQNet

Riza Okumuş  
Gaziantep Certification Manager



*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 **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela  
**ICONTEC** Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifiointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JOA** Japan  
**KFQ** Korea **LSQA** Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE - SIGE** México **PCBC** Poland  
**Quality Austria** Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

\* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)





# IQNet

THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-103/13-R18

Name and Address of the certified organization

**KÖKSAN PET VE PLASTİK AMBALAJ SAN. VE TİC. A.Ş.**

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TESİS-2:2. OSB KARGALIHAN BABA OSB MAH. ORG. SAN. 2. YOL NO:13 HENDEK - SAKARYA / TÜRKİYE

### Scope of the Certificate

CENTRE:  
DELIVERY OF  
DESIGN, PRODUCTION AND SERVICES OF  
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DELIVERY OF  
DESIGN, PRODUCTION AND SERVICES OF  
- PET RESIN

FACILITY 2:  
DELIVERY OF  
DESIGN, PRODUCTION AND SERVICES OF  
- PET PREFORM

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



**TURKISH STANDARDS INSTITUTION**

