

CERTIFICATE

Complaints management process as per
ISO 10002:2018

In accordance with the procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

Yıldız Entegre Ağaç Sanayi ve Ticaret A.Ş.
Akhisar Manisa Şubesi
(Akhisar Tesisi)
Akhisar O.S.B., 3. Cad., No 17, Akhisar,
TR-45200 Manisa,
Turkey



applies a customer complaints management process in line with the above standard within the quality management system for the following

Scope

Fiber Board, Particle Board, Melamine Laminated Board, Laminate Flooring, Painted Board, Impregnated Paper Product Groups, Formaldehyde, Urea Formaldehyde Resin, Urea Formaldehyde Concantrate, Melamine Formaldehyde Resin, Melamine-Urea Formaldehyde Resin Design and Production

Certificate Registration No 8000018-002
Audit Report No TR 1799

Valid from 2021-08-08
Valid until 2024-08-07
Initial certification 2018

Certification Body
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2023-08-08

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of the standard and certification contract



TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A. Ş.
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