



BUREAU  
VERITAS

Bureau Veritas Certification

# TÜRK HAVA YOLLARI ANONİM ORTAKLIĞI

TÜRK HAVA YOLLARI GENEL YÖNETİM BİNASI YEŞİLKÖY MAH. HAVAALANI CAD.  
NO:3/1 34149 BAKIRKÖY, İSTANBUL, TÜRKİYE

*Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

## ISO 10002:2018

### Scope of certification

MANAGEMENT OF CUSTOMER SATISFACTION, COMPLAINTS AND REQUESTS FOR SCHEDULED UNSCHEDULED AND COMMERCIAL AIR TRANSPORT SERVICES FOR PASSENGERS ON DOMESTIC FLIGHT

Original Cycle Start Date:	17-08-2021
Expiry Date of Previous Cycle:	22-12-2023
Certification / Recertification Audit date:	27-11-2023
Certification / Recertification cycle start date:	08-03-2024

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 05-01-2027

Certificate No.: TR013057

Version: 1

Issue Date: 08-03-2024

İBRAHİM TAGAY  
Certification Manager



Head Office: Esas Maltepe Ofispark Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8  
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Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50