ZERTIFIKAT ◆ CERTIFICATE ◆ 認証書 ◆ СЕРТИФИКАТ ◆ CERTIFICADO ◆ CERTIFICAT

TÜV SÜD Türkiye

CERTIFICATE

The Certification Body
of TÜV SÜD Management Service Turkey

certifies that

TURKISH AIRLINES

TÜRK HAVA YOLLARI ANONİM ORTAKLIĞI

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

has been
successfully tested in the fields of

Management of customer satisfaction, complaints and claims for scheduled and unscheduled commercial air transportation services for passengers on domestic flights.

An audit was performed and has demonstrated
that the requirements laid down by the

ISO 10002:2014

have been fulfilled

The certificate is valid from **23.12.2020** until **22.12.2023**

Certificate Registration No.: **20 2 295878**

TÜV SÜD Türkiye
System Certification Department

Complaints Management
TÜV SÜD
ISO 10002