

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Izmir Ekonomi Universitesi
Medical Point Hastanesi
1825 Sokak No:12
Yeni Girne Bulvari
Karsiyaka/Izmir
İzmir
35520
Turkey

Holds Certificate No:

CMS 676106

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

Patient feedbacks handling and management processes of Hospital Services.

Hastane Hizmetleri ile ilgili hasta bildirimleri ele alma ve yönetim süreci faaliyetleri

For and on behalf of BSI:



Theuns Kotze, Managing Director Assurance - IMETA

Original Registration Date: 2017-09-29

Latest Revision Date: 2023-09-28

Effective Date: 2023-09-29

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