

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ
CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARLARI ENSTİTÜSÜ
bu belge ile

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

FIRAT PLASTİK KAUCUK SAN. VE TİC. A.Ş.
TÜRKİBA MAH. FIRAT PLASTİK CAD.
NO:23 BÜYÜKÇEKMECE -
İSTANBUL / TÜRKİYE

FIRAT PLASTİK KAUCUK SAN. VE TİC. A.Ş.
TÜRKİBA MAH. FIRAT PLASTİK CAD.
NO:23 BÜYÜKÇEKMECE -
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kuruluşunun TS ISO 10002:2014 şartlarına uygun bir MÜŞTERİ
MEMNUNİYETİ YÖNETİM SİSTEMİ'ne sahip olduğunu
onaylar.

has a CUSTOMER SATISFACTION MANAGEMENT
SYSTEM which fulfills the requirements of the TS ISO
10002:2014

Belge kapsamı Ek'te verilmiştir

TÜRK STANDARLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

Scope of the certificate is given in annex

SİSTEM BELGELENDİRME GRUP BAŞKANI
HEAD of SYSTEM CERTIFICATION GROUP

GÖKCEN BİRCAN DEĞERLİYURT

Belge No / Certificate No

MY-007/10-R14

Belge Tarihi / Date of Certificate

25.03.2019

Geçerlilik Tarihi / Valid Until

25.03.2022

Revizyon Tarihi / Date of Revision

25.03.2019

İlk Belge Tarihi / Initial Certification Date

15.02.2010

Bu belge belgelendirme şartlarına
uygunluk sağlandığı sürece geçerlidir.

Bu belge, Türk Standartları 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

Partner of



Belge No / Certificate No: MY-007/10-R14

Belge Tarihi / Date of Certificate: 25.03.2019

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

FIRAT PLASTİK KAÜÇUK SAN. VE TİC. A.Ş.
TÜRKİBA MAH. FIRAT PLASTİK CAD.
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Belge Kapsamı:

TS ISO 10002:2014

- POLİPROPİLEN (PPRC) BORU VE EKLEME PARÇALARI
- PVC ATIK SU BORU VE EKLEME PARÇALARI
- PVC BASINÇLI TEMİZ SU BORU VE EKLEME PARÇALARI
- PVC DERİN KUYU BORULARI
- YÜKSEK YOĞUNLUKLU POLİETİLEN BORULAR
- ALÇAK YOĞUNLUKLU POLİETİLEN BORULAR
- PVC KAPI VE PENCERE PROFİLLERİ
- PVC ÖRGÜLÜ ŞEFFAF SULAMA HORTUMLARI
- TERMO KAÜÇÜK BEZLİ HORTUMLAR
- LPG HORTUMLARI
- EMİCİ VE VERİCİ HORTUMLAR
- PVC YAĞMUR OLUKLARI, EK PARÇALARI VE İNİŞ BORULARI
- DOĞALGAZ BORULARI
- DRENAJ BORULARI
- ÇİFT CİDARLI KABLO MUHAFAZA BORULARI
- PEX ÇAPRAZ BAĞLI POLİETİLEN BORULAR VE METAL EK PARÇALARI
- SİRALI SARIMLI KANALİZASYON BORULARI
- ÇİFT CİDARLI KANALİZASYON BORULARI
- PENCERE PROFİLLERİ SIZDIRMAZLIK CANTALARI
- DESTEK SAÇLARI
- MENTEŞELER
- HDPE ELEKTROFUZYON VE SPİGOT EK PARÇALAR
- HDPE KOMPOZİT BORU
- PEX-AI-PEX BORU
- POLİPROPİLEN KOMPOZİT BORU VE EK PARÇALARI
- METAL İNŞER
- PE-PP DEN MAMÜL PLAKA (LEVİA)
- MENİOL-MUAYENE BACALARI

TASARIMI, ÜRETİMİ VE PAZARLAMASI

M - C
TSE - ISO
10002

Scope of the Certificate:

TS ISO 10002:2014

DESIGN, PRODUCTION AND MARKETING OF

- POLYPROPYLENE (PPRC) PIPES AND FITTINGS
- PVC WASTE WATER PIPES AND FITTINGS
- PVC PRESSURE PIPES AND FITTINGS
- PVC MILLER CASING PIPES
- HIGH DENSITY POLYETHYLENE PIPES
- LOW DENSITY POLYETHYLENE PIPES
- PVC DOOR AND WINDOW PROFILES
- PVC THREADED HOSES
- THERMO RUBBER HOSES
- LPG HOSES
- SUCTION AND BLOWING HOSES
- PVC RAIN GUTTERS, FITTINGS AND DOWN PIPES
- NATURAL GAS PIPES
- DRAINAGE PIPES
- DOUBLE WALL CABLE PROTECTION PIPES
- CROSS-LINKED POLYETHYLENE PIPES AND METAL FITTINGS
- SPIRAL WOUND WASTE WATER PIPES
- DOUBLE WALL WASTE WATER PIPES
- RUBBER SEALS FOR WINDOW PROFILES
- METAL REINFORCEMENT PROFILES
- HINGES
- HDPE ELECTROFUSION AND SPIGOT FITTINGS
- HDPE COMPOSITE PIPE
- PEX-AI-PEX PIPE
- POLYPROPYLENE COMPOSITE PIPE AND FITTINGS
- METAL INSERT
- SHEETS OF PP/PE
- MANHOLES-INSPECTION CHAMBERS

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Net

THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

FIRAT PLASTİK KAÇUK SAN. VE TİC. A.Ş.

TÜRKOKBA MAH. FIRAT PLASTİK CAD. NO:23 BÜYÜKÇEKMECE -
İSTANBUL / TÜRKİYE

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

TS ISO 10002:2014

Issued on: 25-03-2019

Expires on: 25-03-2022

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-007 / 10-R14



Alex Stoichitoiu

President of IQNet

Gökçen Bircan Degerliyurt

Head of System Certification Group



*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 FCAV Brazil

FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifiointi Oy Finland INTECO Costa Rica

IRAM Argentina JQA Japan KPO Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland

MYCE - SIGE Mexico PCBQ Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia

SIRIM QAS International Malaysia SGS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



I-Net



THE INTERNATIONAL CERTIFICATION NETWORK

Annex to İQNET Certificate Number :TR-MY-007 / 10-R14

Name and Address of the certified organization

FIRAT PLASTİK KAÜÇUK SAN. VE TİC. A.Ş.

TÜRKÜBA MAH. FIRAT PLASTİK CAD. NO:23 BÜYÜKÇEKMECE - İSTANBUL / TÜRKİYE

Scope of the Certificate

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- LOW DENSITY POLYETHYLENE PIPES
- PVC DOOR AND WINDOW PROFILES
- PVC THREADED HOSES
- THERMO RUBBER HOSES
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- HDPE ELECTROFUSION AND SPIGOT FITTINGS
- HDPE COMPOSITE PIPE
- PEX-A1-PEX PIPE
- POLYPROPYLENE COMPOSITE PIPE AND FITTINGS
- METAL INSERT
- SHEETS OF PP/PE
- MANHOLES-INSPECTION CHAMBERS

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



TURKISH STANDARDS INSTITUTION

