

# Certificate of Compliance



This is to Certify that  
The Complaint Management System of

**NET DEMİR ÇELİK SAN. VE TİC. LTD. ŞTİ.**

**RAMİ KIŞLA CAD. TOPÇULAR OTO SAN. SİTESİ A BLOK NO:9-10-11  
EYUP İSTANBUL-TURKEY.**

has been assessed and found to comply with the requirement of

**ISO 10002:2004**

**(Customer Satisfaction - Complaint Management practices)**

for the following scope :

**DEMİR ÇELİK ÜRÜNLERİNİN (KARBON ÇELİKLERİ, İMALAT ÇELİĞİ 1040  
LAMA-PLATINA, SOĞUK ÇEKME LAMA, TRANSMİSYON MILLERİ, PLATINA DEMİR, PROFİL,  
C45 KÖSEBENT, U DEMİRİ, İSLAH ÇELİKLERİ 4140, SEMENTASYON ÇELİKLERİ 8620,  
TAKİM ÇELİKLERİ, SOĞUK İS TAKİM ÇELİKLERİ, SICAK İS TAKİM ÇELİKLERİ, PLASTİK KALIP  
ÇELİKLERİ, YÜKSEK HIZ ÇELİKLERİ) TOPTAN ALIMI, KESİMİ VE SATIŞI, DKP SAC VE HRP SAC  
PLAZMA LAZER KESİM İSLERİ  
(WHOLESALE PURCHASE, CUTTING AND SALES (CARBON STEEL, MANUFACTURING STEEL 1040,  
C45 FLAT-PLATE, COLD DRAWING LAMAR, TRANSMISSION SHAFT, PLATINA IRON,  
BEAMS, ANGLES, CHANNELS IRON, IMPROVED STEEL 4140, CASE HARDENING STEELS 8620  
TOOL STEEL, COLD-WORK TOOL STEEL, HOT WORK TOOL STEEL, PLASTIC MOULD STEEL,  
HIGH SPEED STEEL) IRON AND STEEL PRODUCTS, HRP DKP SHEET  
PLAZMA LASER CUTTING WORKS)**

Certificate No. 1014/C/001

Certificate Issuance Date : 28.02.2014

Date of Expiry\* : 27.02.2017

1st Surve. Due : 28.01.2015 2nd Surve. Due : 28.01.2016

Managing Director

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