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Standards & Best Practice

Hereby Certifies

Patricia Ukem

An Accredited Professional Certification in

**ISO 10002:2018 - CUSTOMER SATISFACTION
MANAGEMENT (CSM) FOUNDATION**

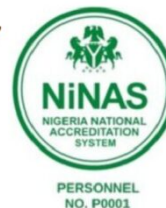
After a formal evaluation, we confirm the demonstrated knowledge and outstanding skills in the subject matter requirements of this professional certification

**Certification No:
1332D5159-1335ACAC1-167C**

Accredited by:

September 1, 2023

Date Issued



Captheadon
SBP Certification Mgt.

This certificate is valid until the version of the standard changes