



...global validation

Standards & Best Practice

— HEREBY CERTIFIES —

Yvonne Etehekpo

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:

13368FB26-138E6036E-311E6D1

December 6, 2023

Date Issued



PERSONNEL
NO. P0001


SBP Certification Mgt.

This certificate is valid until the version of the standard changes