



...global validation

# Standards & Best Practice

Hereby Certifies

## Ferdinand Ònonye

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:**

138D585F9-138F543C1-32103FC

Accredited by:

**March 4, 2024**

**Date Issued**



*Cybrador*  
**SBP Certification Mgt.**

**This certificate is valid until the version of the standard changes**