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# Standards & Best Practice

Hereby Certifies

**Joy Maduka**

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:**

**138D5AFC5-138F56D8D-32150F0**

Accredited by:

**April 19, 2024**

**Date Issued**



*Cybrador*  
**SBP Certification Mgt.**

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