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Standards & Best Practice

— HEREBY CERTIFIES —

Maryann Ogbonna

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:

138D62238-139039BA0-321A03B

June 9, 2024

Date Issued



PERSONNEL
NO. P0001


SBP Certification Mgt.

This certificate is valid until the version of the standard changes