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# Standards & Best Practice

Hereby Certifies

**Deborah Agbebiyi**

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*

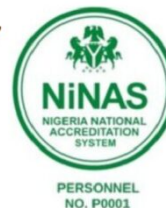
**Certification No:**

**138D622F9-139039C61-321A0FC**

Accredited by:

**May 6, 2024**

**Date Issued**



*Captheadon*  
**SBP Certification Mgt.**

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