



...global validation

# Standards & Best Practice

HEREBY CERTIFIES

**Louise Osikwemhe**

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:**

**138E540ED-13912DD7D-330E218**

**June 28, 2024**

**Date Issued**



PERSONNEL  
NO. P0001

  
**SBP Certification Mgt.**

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