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Standards & Best Practice

HEREBY CERTIFIES

Samuel Shonde

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:

139132C5D-13940A5C5-35EAA60

December 31, 2024

Date Issued



PERSONNEL
NO. P0001


SBP Certification Mgt.

This certificate is valid until the version of the standard changes