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# Standards & Best Practice

Hereby Certifies

**Vera Ayesu**

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:**

1395EDD51-13EDC08C1-12721F8FC

Accredited by:

**January 9, 2026**

**Date Issued**



*Caybador*  
**SBP Certification Mgt.**

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