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Of More Than 84,000 Consumers Across 20 Markets. The Research For This Report Was Conducted Via An Online Survey Methodology, Completed Q1-Q2 2019. A Nationally Representative Consumer Sample Was Targeted For Each Market, Apr 2th, 2024. ISO10002 - CUSTOMER SATISFACTION SYSTEMERNA-MAŞ Is The First Company In Turkey, Operating In Design And Manufacture Of Electrical Small Home Appliances, Which Was Qualified For ISO 9001, ISO 14001 And OHSAS 18001 Certifications At One Time. Besides These Certifications, ERNA-MAŞ Has Also Achieved ISO 10002 Customer Complaints Management Certification. May 12th, 2024

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