



**Bureau of Assessment Services**  
Managing Assurance with Confidence



CERTIFICATE - CERTIFICAT - ZERTIFIKAT - CERTIFICADO

*Certificate of Approval*

**Customer Complaint Management System**

This is to certify that

**Q Best Gold DMCC**

P. O. Box: 340090, J&G, DMCC, Dubai, United Arab Emirates.

has been assessed by Bureau of Assessment Services and hereby attests that the organisation has satisfied the requirements of Customer Complaint Management System in accordance with

**ISO 10002:2004**

The Customer Complaint Management System is applicable to:

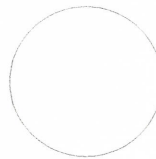
**Manufacturing of 24k Gold Foil Products,  
Retail Shops for 24k Gold Foil Products.**

[EA/NACE: 23/32.12 & 29/47.77]

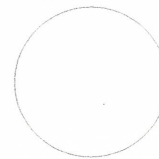


*[Signature]*  
Certification Manager  
Bureau of Assessment Services

Certificate issue date : 11<sup>th</sup> November 2013  
Certificate valid till : 10<sup>th</sup> November 2016  
Certificate No : AE-BAS-C0001933



1<sup>st</sup> Surveillance  
November 2014



2<sup>nd</sup> Surveillance  
November 2015

This certificate is validated through annual surveillance



Further clarification regarding the scope of the certificate and the applicability of ISO 10002:2004 requirements may be obtained by consulting the organization. This certificate remains valid while the holder maintains the management system in accordance with the standard above, which will be audited by Bureau of Assessment Services through surveillance. This certificate remains the property of Bureau of Assessment Services. Lack of fulfillment of condition as set out in the certification agreement may render this certificate invalid.

Issuing Country: Bureau of Assessment Services, P.O. Box: 116898, Al Karama, Dubai, United Arab Emirates.

Bureau of Assessment Services (UK) Limited, 2 Woodberry Grove, North Finchley, London N12 0DR, United Kingdom - Company Number: 07578287.

[www.bascertification.com](http://www.bascertification.com)

