

# Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Dubai Health Authority  
Head Quarters  
Customer Happiness Department  
Oud Metha-Bur Dubai  
Dubai  
4545  
United Arab Emirates

Holds Certificate No:

**CMS 711703**

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

Handling customer feedback process through the Customer Happiness Department in Dubai Health Authority Headquarters.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2019-07-12

Latest Revision Date: 2021-07-08

Effective Date: 2021-07-12

Expiry Date: 2022-07-11

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