

Certificate



www.cc-certification.org

This is to certify that

Mr. Oleg Zeldin

is an authorised Lead Auditor for the
Austrian Standards plus GmbH.

Scope of authorization

ECCCO CC Certification Scheme "*Certification
procedure for Customer Contact Centres pursuant
to EN 15838*".

Austrian Standards plus Certification is a
Certification Body in accordance with EN 45011 /
ISO Guide 65.

Austrian Standards plus GmbH is a 100 %
subsidiary of the Austrian Standards Institute.

EN ISO 9001 certified by SQS.

www.as-plus.at/certification

This certificate attests that the holder is
competent and authorised to audit

Customer Contact Centers

in accordance with of the European Standard

EN 15838:2009

"Customer Contact Centres – Requirements for
service provisions".

Date of issue: 2013-12-01
Date of first issue: 2010-12-01

This certificate is valid until: 2016-12-01



Dr. Peter Jonas
Director Certification