



CERTIFICATE



This is to certify that



Université Libre de Tunis
Bouebdelli Education Group

Université Libre de Tunis - ULT

32 bis, Avenue Kheireddine Pacha
1002 Tunis
Tunisia

has implemented and maintains a **Quality Management System – Customer Satisfaction / Complaints Handling**

Scope:

University Studies
Preparatory cycle for engineering studies,
Engineering programs and Architecture
Business and Law studies

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

DIN ISO 10002 : 2018

Certificate registration no. 40550500 CS02

Date of certification 2019-07-04

Valid until 2022-07-03

DQS CFS GmbH
German Association for Sustainability

Dr. Sied Sadek
Managing Director

Certification Body: DQS CFS GmbH, August-Schanz-Straße 21, 60433 Frankfurt am Main, Germany
Administrative Office: DQS Holding GmbH, Konrad-Adenauer-Allee 8-10, 61118 Bad Vilbel, Germany