

Certificate of Registration

Quality Management System – ISO 20252:2019

Star Mark
Certification Global



This is to certify that:

CSBA Consulting Pty Ltd

Level 35, 477 Collins Street, Melbourne, Victoria 3000

Holds Certificate Number **888023** and operates a Quality Management System which complies with the requirements of ISO 20252:2019 for the accompanying scope:

CSBA provides quantitative and qualitative market research services incorporating customer satisfaction, customer experience, brand perception, employee engagement and satisfaction, and provides quality assurance services for frontline teams including training services, mystery shopping and external quality monitoring of customer interactions.

For and on behalf of
Star Mark Certification Global:

Anthea Duke, Managing Director
Star Mark Certification Global

Originally Registered: **16/09/2022**

Latest Issue: **16/09/2022**

Expiry Date: **16/09/2025**

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CERTIFIED
Market & Social Research
Management System
—ISO20252—



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Information and Contact: Star Mark Certification Global Pty Limited, ACN 631 149 267: 37 Cedar St, Caulfield South Victoria, 3162