



CERTIFICATE

Certification No : 05023/TUR10A
Initial Certification Date : 09.01.2025
Recertification Date : --
Issue Date : 21.01.2026
Expiration Date : 08.01.2027
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Royalcert confirms that the management system of the organization, whose information is given below, has been evaluated and complies with the requirements of the relevant standard.

ISO 10002:2018

Customer Satisfaction Management System

TURKISH RED CRESCENT GENERAL DIRECTORATE OF BLOOD SERVICES

İstasyon Mah. Türk Kızılayı Caddesi, No:3/C, Etimesgut, Ankara, TURKEY



(Regional Blood Centers and Blood Donation Centers within the scope of certification are specified in the certificate annex.)

Scope: *The recruitment and management of voluntary, non-remunerated, and regular blood donors, plasmapheresis donors, and stem cell donors, in a manner that ensures national self-sufficiency; The collection, testing, component preparation, application of additional processing when required, release, and proper storage of blood and blood components; The transfer of blood components between Regional Blood Centers and their timely, sufficient, and safe delivery to transfusion centres; Ensuring full traceability across all stages— from donor to recipient and from recipient back to the donor—and the complete documentation, reporting, and evaluation of all adverse reactions, adverse events, and serious reactions/events within the hemovigilance framework; Within the scope of hematopoietic stem cell donor management; the provision of all services related to donor recruitment and eligibility assessment, the planning and coordination of the donation process, operational support for the collection process, the logistics of cellular products, and the follow-up of donors; The production and delivery of plasma as raw material for fractionation purposes, meeting defined quality requirements and fulfilling internal and external stakeholder needs, in accordance with national and international standards; The coordination processes carried out with relevant stakeholders, and the assurance of business continuity under disaster and emergency conditions*

General Manager

