



C E R T I F I C A T E

DQS GmbH

Deutsche Gesellschaft zur Zertifizierung von Managementsystemen

hereby certifies that the company

Bosch Communications Center B.V.

Toernooiveld 300
6525 EC Nijmegen
Netherlands

for the scope

Development, sales and implementation of callcenter solutions
as well as operation of emergency control centers including related services

has implemented and maintains a

Quality Management System.

An audit, documented in a report, has verified that this
quality management system fulfills the requirements
of the following standard:

DIN EN ISO 9001 : 2000

December 2000 edition

This certificate is valid until	2005-09-11
Certificate Registration No.:	283987 QM
Excerpt from Certificate Registration No.:	005279 QM
Frankfurt am Main, Berlin	2003-08-04

Dr.-Ing. K. Petrick

Dipl.-Ing. S. Heinloth

MANAGING DIRECTORS

DQS is member of:



D-60433 Frankfurt am Main, August-Schanz-Straße 21
D-10787 Berlin, Burggrafenstraße 6

