



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 Communication Center B.V.

Toernooiveld 306
6525 EC Nijmegen
Netherlands

for the scope

Consulting, development, sales and implementation of Business Process Outsourcing services
as Communication Services, Business Support Services and Monitoring 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 | 2011-10-20 |
| Certificate Registration No. | 283987 QM |
| Excerpt from Certificate Registration No. | 005279 QM |
| Frankfurt am Main | 2008-10-21 |

Ass. iur. M. Drechsel

Dipl.-Ing. S. Heinloth

MANAGING DIRECTORS

DQS is member of:



D-60433 Frankfurt am Main, August-Schanz-Straße 21

