

Company: Yuksekbilgili Training & Consulting, Istanbul, Türkiye

Company Description: Yuksekbilgili Egitim ve Danismanlik, established in 2016 and founded by Dr Zeki Yuksekbilgili, is one of Turkey's most significant training and consulting companies. The company gave training and consulting services to nearly 80% of Turkey's most prominent organizations.

Nomination Category: Company / Organization Categories

Nomination Sub Category: Company of the Year - Diversified Services - Small

Nomination Title: Yuksekbilgili Egitim & Danismanlik

1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the achievements of the nominated organization since 1 January 2023, OR written answers to the questions for this category? (Choose one):

Written answers to the questions

2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.

3. If you are providing written answers for your submission, you must provide an answer to this first question: Briefly describe the nominated organization: its history and past performance (up to 200 words):

Total 66 words used.

Established in 2016 by Assoc. Prof. Dr. Zeki Yuksekbilgili, Yuksekbilgili Education and Consulting has emerged as a prominent training and consulting firm in Turkey. Catering to nearly 80% of the country's most notable organizations, the company has offered a diverse range of training programs encompassing over 100 subjects. Through its online and offline platforms, the company has successfully trained and guided more than 50,000 participants.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Outline the organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words):

Total 246 words used.

Yuksekbilgili has successfully expanded its customer base and experienced a notable rise in customer inquiries. The company's Customer Satisfaction (CSAT) score has shown a steady upward trend.

Since 2023, as part of its commitment to quality improvement, the company has implemented several quality systems as ISO 9001: 2015, ISO 10002: 2018 Customer Satisfaction and Complaints Management System, ISO 21001: 2020 Educational Institutions Management Systems, ISO 22301: Business Continuity Management System and ISO 26000-2021: Social Responsibility Management System

Yuksekbilgili has achieved several prestigious awards over the past year, including:

- 2025 Middle East & North Africa Stevie® Awards, Gold Stevie Award for Innovation in Customer Service Management, Planning & Practice – Other Service Industries
- 2025 The Corporate LiveWire Global Awards®, Corporate Training Services Provider of the Year
- 2025 World Business Outlook Awards, Excellence in Educational Consultancy and Development Award Turkey
- 2025 World Business Outlook Awards, Outstanding Contribution to Professional Training and Development Turkey
- 2025 Global Brands Magazine, Global Brand Awards, Education category, Leading Training Solutions Provider
- 2024 Stevie® Awards for Sales & Customer Service, Gold Stevie Award for Sales Support Team of the Year - Business Services Industries
- 2024 Stevie® Awards for Sales & Customer Service, Bronze Stevie Award for Best Use of Thought Leadership in Customer Service
- 2024 Stevie® Awards for Sales & Customer Service, Bronze Stevie Award for Sales Partnerships Ethics in Sales in the
- 2024 World Confederation of Businesses, The Bizz Hybrid Awards®, Business Excellence Award

5. If you are providing written answers for your submission, you must provide an answer to this third question: Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words):

Total 79 words used.

Yuksekbilgili successfully achieved a remarkable 25% increase in customer base in 2023 and 26% in 2024. The company witnessed a significant 59% surge in customer inquiries in 2023 and 75% in 2024. Additionally, the company organized two summits to further enhance its operations. The company's CSAT score reached an impressive 85.45 in 2023 and 88.00 in 2024, surpassing the national benchmark of 72 for business services in Turkey. Comparatively, year 2022 CSAT score stood at 71.20.

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

Total 27 words used.

- o Quality System Certificates (ISO 9001: 2015, ISO 10002, ISO 21001, ISO 22301, ISO 26000-2021)
- o Customer Reviews
- o Collage from Various Trainings
- o References
- o Key Metrics
- o [Link to Trainings Performed](#)

Attachments/Videos/Links:

[Yuksekbilgili Egitim & Danismanlik](#)



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