



SLOVENSKI STANDARD
SIST ISO 10002:2004

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**Vodenje kakovosti – Zadovoljstvo odjemalcev – Smernice za ravnanje s pritožbami
v organizacijah**

Quality management -- Customer satisfaction -- Guidelines for complaints handling in
organizations

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**Quality management — Customer
satisfaction — Guidelines for complaints
handling in organizations**

*Management de la qualité — Satisfaction des clients — Lignes
directrices pour le traitement des réclamations dans les organismes*

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Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 10002 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

NOTE ISO 10002 was circulated for vote as DIS 10018.

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Introduction

0.1 General

This International Standard provides guidance for the design and implementation of an effective and efficient complaints-handling process for all types of commercial or non-commercial activities, including those related to electronic commerce. It is intended to benefit an organization and its customers, complainants and other interested parties.

The information obtained through the complaints-handling process can lead to improvements in products and processes and, where the complaints are properly handled, can improve the reputation of the organization, regardless of size, location and sector. In a global marketplace, the value of an International Standard becomes more evident since it provides confidence in the consistent treatment of complaints.

An effective and efficient complaints-handling process reflects the needs of both the organizations supplying products and those who are the recipients of those products.

NOTE Throughout the text of this International Standard, wherever the term "product" is used, it can also mean "service".

The handling of complaints through a process as described in this International Standard can enhance customer satisfaction. Encouraging customer feedback, including complaints if customers are not satisfied, can offer opportunities to maintain or enhance customer loyalty and approval, and improve domestic and international competitiveness.

Implementation of the process described in this International Standard can

- provide a complainant with access to an open and responsive complaints-handling process,
- enhance the ability of the organization to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the organization,
- enhance the ability of an organization to identify trends and eliminate causes of complaints, and improve the organization's operations,
- help an organization create a customer-focused approach to resolving complaints, and encourage personnel to improve their skills in working with customers, and
- provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints, and process improvements made

Organizations may wish to use the complaints-handling process in conjunction with customer satisfaction codes of conduct and external dispute resolution processes.

0.2 Relationship with ISO 9001:2000 and ISO 9004:2000

This International Standard is compatible with ISO 9001 and ISO 9004 and supports the objectives of these two standards through the effective and efficient application of a complaints-handling process. It can also be used independently of them.

ISO 9001 specifies requirements for a quality management system that can be used for internal application by organizations, or for certification, or for contractual purposes. The process for complaints handling described in this International Standard can be used as an element of a quality management system.

This International Standard is not intended for certification or for contractual purposes.

ISO 9004 provides guidance on continual improvement of performance. The use of ISO 10002 can further enhance performance in the area of complaints handling and increase the satisfaction of customers and other interested parties. It can also facilitate the continual improvement of the quality of products based on feedback from customers and other interested parties.

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Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

1 Scope

This International Standard provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance and improvement. The complaints-handling process described is suitable for use as one of the processes of an overall quality management system.

This International Standard is not applicable to disputes referred for resolution outside the organization or for employment-related disputes.

It is also intended for use by organizations of all sizes and in all sectors. Annex A provides guidance specifically for small businesses.

This International Standard addresses the following aspects of complaints handling:

- a) enhancing customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and enhancing the organization's ability to improve its product and customer service;
- b) top management involvement and commitment through adequate acquisition and deployment of resources, including personnel training;
- c) recognizing and addressing the needs and expectations of complainants;
- d) providing complainants with an open, effective and easy-to-use complaints process;
- e) analysing and evaluating complaints in order to improve the product and customer service quality;
- f) auditing of the complaints-handling process;
- g) reviewing the effectiveness and efficiency of the complaints-handling process.

This International Standard is not intended to change any rights or obligations provided by applicable statutory or regulatory requirements.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 9000 and the following apply.

NOTE In ISO 9000:2000, definition 3.4.2, "product" is defined as the "result of a process" which encompasses four generic product categories: services, software, hardware, and processed materials. Throughout the text of this International Standard, wherever the term "product" is used, it can also mean "service".

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- 3.1 complainant**
person, organization or its representative, making a complaint
- 3.2 complaint**
expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected
- 3.3 customer**
organization or person that receives a product
- EXAMPLE Consumer, client, end-user, retainer, beneficiary and purchaser.
- [ISO 9000:2000, definition 3.3.5]
- 3.4 customer satisfaction**
customer's perception of the degree to which the customer's requirements have been fulfilled
- NOTE Adapted from ISO 9000:2000, definition 3.1.4. The Notes have been deleted.
- 3.5 customer service**
interaction of the organization with the customer throughout the life cycle of a product
- 3.6 feedback**
opinions, comments and expressions of interest in the products or the complaints-handling process
- 3.7 interested party**
person or group having an interest in the performance or success of the organization
- NOTE Adapted from ISO 9000:2000, definition 3.3.7. The Example and Note have been deleted.
- 3.8 objective**
-complaints-handling something sought, or aimed for, related to complaints handling
- 3.9 policy**
-complaints-handling overall intentions and direction of the organization related to complaints handling, as formally expressed by top management
- 3.10 process**
set of interrelated or interacting activities which transforms inputs into outputs
- NOTE Adapted from ISO 9000:2000, definition 3.4.1. The Notes have been deleted.

4 Guiding principles

4.1 General

Adherence to the guiding principles set out in 4.2 to 4.10 is recommended for effective handling of complaints.