
Quality management — Customer satisfaction — Guidelines for codes of conduct for organizations

Management de la qualité — Satisfaction du client — Lignes directrices relatives aux codes de conduite des organismes

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 10001:2018

<https://standards.iteh.ai/catalog/standards/iso/60c5e57c-e3ce-4d35-99d4-ef2b9088d94a/iso-10001-2018>



iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 10001:2018

<https://standards.iteh.ai/catalog/standards/iso/60c5e57c-e3ce-4d35-99d4-ef2b9088d94a/iso-10001-2018>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2018

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Guiding principles	3
4.1 General	3
4.2 Commitment	3
4.3 Capacity	3
4.4 Transparency	3
4.5 Accessibility	3
4.6 Responsiveness	4
4.7 Information integrity	4
4.8 Accountability	4
4.9 Improvement	4
4.10 Confidentiality	4
4.11 Customer-focused approach	4
4.12 Competence	4
4.13 Timeliness	4
5 Code framework	4
5.1 Context of the organization	4
5.2 Establishment	5
5.3 Integration	5
6 Planning, design and development	5
6.1 Determine code objectives	5
6.2 Gather and assess information	5
6.3 Obtain and assess input from relevant interested parties	6
6.4 Prepare code	6
6.5 Prepare performance indicators	6
6.6 Prepare code procedures	7
6.7 Prepare internal and external communication plan	7
6.8 Determine resources needed	7
7 Implementation	7
8 Maintenance and improvement	8
8.1 Collection of information	8
8.2 Evaluation of code performance	8
8.3 Evaluation of the satisfaction with the code	8
8.4 Review of the code and code framework	8
8.5 Continual improvement	9
Annex A (informative) Simplified examples of components of codes for different organizations	10
Annex B (informative) Interrelationship of this document, ISO 10002, ISO 10003 and ISO 10004	11
Annex C (informative) Guidance for small businesses	13
Annex D (informative) Guidance on accessibility	14
Annex E (informative) Guidance on input from interested parties	15
Annex F (informative) Code framework	16
Annex G (informative) Guidance on adopting a code provided by another organization	18
Annex H (informative) Guidance on preparing the code	19

Annex I (informative) Guidance on preparing communication plans	20
Bibliography	22

iTeh Standards
(<https://standards.itih.ai>)
Document Preview

[ISO 10001:2018](https://standards.itih.ai/catalog/standards/iso/60c5e57c-e3ce-4d35-99d4-ef2b9088d94a/iso-10001-2018)

<https://standards.itih.ai/catalog/standards/iso/60c5e57c-e3ce-4d35-99d4-ef2b9088d94a/iso-10001-2018>

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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

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

This second edition cancels and replaces the first edition (ISO 10001:2007), which has been technically revised.

The main changes compared with the previous edition are as follows:

- alignment with ISO 9000:2015;
- alignment with ISO 9001:2015;
- improved alignment with ISO 10002, ISO 10003 and ISO 10004.