
Development of service standards — Recommendations for addressing consumer issues

*Élaboration des normes de service — Recommandations pour
répondre aux attentes des consommateurs*

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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This document was prepared by the ISO Committee on Consumer Policy (COPOLCO).

This second edition cancels and replaces the first edition (ISO/IEC Guide 76:2008), which has been technically revised.

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

- addition of consumer principles based on Consumers International's eight fundamental consumer rights;
- addition of basic elements of customer service and service provisions;
- integration of customer service and service provision elements with consumer principles within a table;
- updating of bibliographical references;
- addition of a “what, who/to whom, where, when, and how” approach to developing a service standard;
- simplification of the text to facilitate its use.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.