

NAMS/ISO 10001: 2019

Second Edition 2019-08

ISO 10001: 2018

Second Edition 2018-07

NAMIBIAN STANDARD

NAMS/ISO 10001:2019 Quality management — Customer satisfaction — Guidelines for codes of conduct for organizations

This Namibian standard is the identical implementation of ISO 10001:2018 and is adopted with the permission of the International Organization for Standardization

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Forum (Old Sanlam) Building, First floor, Suite 115

11 – 17 Dr Frans Indongo Street, P.O. Box 26364 Windhoek, Namibia

Tel +264-61-386400, Fax +264-61-386454, Website: www.nsi.com.na

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National Foreword

This NAMS 10001:2019 standard is identical with (*the second edition of*) International Standard ISO 10001:2018 Quality management — Customer satisfaction — Guidelines for codes of conduct for organizations. The Namibian Standards Institution technical committee responsible for the adoption of this standard is Technical Committee 2 on quality management and quality assurance.

No amendments, omission and additions have been made to the original ISO standard.

ISO Foreword

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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)

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

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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.

**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*



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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
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