

**NAMS/ISO 10002:2019**

Second Edition 2019-08

**ISO 10002:2018**

Second Edition 2018-07

## **NAMIBIAN STANDARD**

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

This Namibian standard is the identical implementation of ISO 10002:2018 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](http://www.nsi.com.na)  
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# NAMS 10002:2019

Second Edition

# ISO 10002:2018

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## Key words

Customer satisfaction, complainant, customer service, feedback, interested party, policy

## National Foreword

This NAMS 10002:2015 standard is identical with (*the first edition of*) International Standard ISO 10002:2004 Customer satisfaction — Guidelines for complaints handling in 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

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 Electro-technical Commission (IEC) on all matters of electro-technical 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](http://www.iso.org/directives))

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

This third edition cancels and replaces the second edition (ISO 10002:2014), 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 10001, ISO 10003 and ISO 10004.

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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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CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Fax: +41 22 749 09 47  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
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