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NAMIBIAN STANDARD

NAMS 10003:2015 – Customer satisfaction — Guidelines for dispute resolution external to organizations

This Namibian standard is the identical implementation of ISO 10003:2007 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 10003:2015 standard is identical with (*the first edition of*) International Standard ISO 10003:2007 Customer satisfaction — Guidelines for dispute resolution external to 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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ISO 10003 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *supporting technologies*.

**Quality management — Customer
satisfaction — Guidelines for dispute
resolution external to organizations**

*Management de la qualité — Satisfaction du client — Lignes directrices
relatives à la résolution externe de conflits aux organismes*



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Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
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