

**NAMS/ISO 10004:2019**

Second Edition 2019-07-10

**ISO 10004:2018**

Second Edition 2018-07

## **NAMIBIAN STANDARD**

# **NAMS/ISO 10004:2019 – Customer satisfaction — Guidelines for monitoring and measuring**

This Namibian standard is the identical implementation of ISO 10004:2018 and is adopted with the permission of the International Organization for Standardization

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# NAMS/ISO 10004: 2019

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### Key words

Product, customer, customer satisfaction, organization, complaint

### National Foreword

This NAMS 10004:2019 standard is identical with (*the second edition of*) International Standard ISO 10004:2018 Customer satisfaction — Guidelines for monitoring and measuring. 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](http://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](http://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](http://www.iso.org/iso/foreword.html).

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

This second edition cancels and replaces the first edition (ISO 10004:2012), 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 10002 and ISO 10003.

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**Quality management — Customer  
satisfaction — Guidelines for  
monitoring and measuring**

*Management de la qualité — Satisfaction du client — Lignes  
directrices relatives à la surveillance et au mesurage*



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