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Activities relating to drinking water and services — Guidelines for the assessment and for the improvement of the service to users

This Namibian standard is the identical implementation of ISO 24510:2007 and is adopted with the permission of the International Organization for Standardization

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Foreword

This Namibian standard is the identical implementation of ISO 24510:2007: Activities relating to drinking water and services — Guidelines for the assessment and for the improvement of the service to users and was approved by NSI TC 12 and approved in accordance with procedures of the NSI and in compliance with Annex 3 of the WTO/TBT Agreement.

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**Activities relating to drinking water and
wastewater services — Guidelines for the
assessment and for the improvement of
the service to users**

*Activités relatives aux services de l'eau potable et de
l'assainissement — Lignes directrices pour l'évaluation et l'amélioration
du service aux usagers*



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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 Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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ISO 24510 was prepared by Technical Committee ISO/TC 224, *Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators*.

ISO 24510 is one of a series of standards addressing water services. The full series consists of the following International Standards:

- ISO 24510, *Activities relating to drinking water and wastewater services — Guidelines for the assessment and for the improvement of the service to users*
- ISO 24511, *Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services*
- ISO 24512, *Activities relating to drinking water and wastewater services — Guidelines for the management of drinking water utilities and for the assessment of drinking water services*