



## ISO 10002

### QUALITY MANAGEMENT - CUSTOMER SATISFACTION GUIDELINES FOR COMPLAINTS HANDLING IN ORGANIZATIONS

Manage customer complaints effectively and you'll have more chance of meeting their expectations as well. And you can quickly turn customer complaints into customer satisfaction instead especially when you view complaints as an opportunity to improve what you do and how you do it. ISO 10002 can help you to achieve this whatever the size or nature of your business.

The customer complaints management system is a basic but essential requirement for any business especially businesses that want to become and remain successful. The standard outlines management controls and processes that help you to handle customer complaints more effectively and efficiently making sure that more customers are satisfied with the service you provide.

#### Benefits of ISO 10002

Most companies choose to achieve ISO 10002 Certification for 'key business benefits', which include:

- Achieve operational efficiency to identify trends and causes of complaints
- Resolve more complaints by adopting a more customer-focused approach
- Engage staff with new customer service training opportunities
- Integrate ISO 10002 with ISO 9001 to improve overall efficiency
- Monitor and continually improve your complaints handling process.

#### ISO 10002 Standard

ISO 10002 provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance, and improvement. The complaints-handling process described is suitable for use as one of the processes of an overall quality management system.

ISO 10002 is not applicable to disputes referred for resolution outside the organization or for employment-related disputes. It is also intended for use by organizations of all sizes and in all sectors. Annex A provides guidance specifically for small businesses.

ISO 10002 addresses the following aspects of complaints handling:

- Enhancing customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and enhancing the organization's ability to improve its product and customer service;
- Top management involvement and commitment through adequate acquisition and deployment of resources, including personnel training;
- Recognizing and addressing the needs and expectations of complainants;
- Providing complainants with an open, effective, and easy-to-use complaints process;
- Analysing and evaluating complaints in order to improve the product and customer service quality;
- Auditing of the complaints-handling process;
- Reviewing the effectiveness and efficiency of the complaints-handling process.

# ISO 27001

## INFORMATION SECURITY MANAGEMENT SYSTEM

### Key steps in our approach are:

- Contract signature
- Pre-audit (optional): gap analysis and diagnosis of your systems current position against requirements of the standard;
- Initial Audit: to verify the establishment and implementation of the basic structure of your system
- Certification audit (certificate issued after successful certification audit);
- Surveillance audits to follow the continual improvement;
- Re-certification after 3 years through full audit or continual assessment.

Following each step, a factual and comprehensive report is promptly delivered allowing your company to continually improve its management system performance.

### ISO 10002 Standard

Recognition:

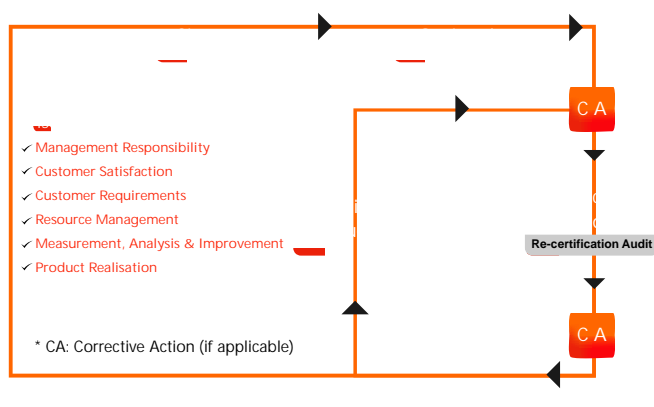
QHSE Certification is accredited by IABCI-(E) for ISO 10002 certification.

Business understanding:

Our auditors understand that the application of the standard can be quite different in small, medium and large organizations, and are trained to assess your system in a way that will be appropriate to your business. Our customers chose us because they know we're a partner they can depend on, and they continue to stay with us each year because they value the insight that their auditor gives to their business. Registration is more than a certificate; it's an opportunity to make your business better, and QHSE Certification partners with customers to ensure they receive the most from their audits.

Combined services:

QHSE Certification offers the possibility of combined certifications to the largest range of recognized standards, bringing consistency, optimization and efficiency.



## QHSE Solutions

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