

Australian/New Zealand Standard™

**Quality management—Customer
satisfaction—Guidelines for codes of
conduct for organizations**



AS/NZS ISO 10001:2012

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR-008, Quality Management System. It was approved on behalf of the Council of Standards Australia on 31 January 2012 and on behalf of the Council of Standards New Zealand on 21 February 2012.
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The following are represented on Committee QR-008:

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Association of Accredited Certification Bodies
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Australian Organisation for Quality
Bureau of Steel Manufacturers of Australia
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This Standard was issued in draft form for comment as DR AS/NZS ISO 10001.

AS/NZS ISO 10001:2012

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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Management System.

The objective of this Standard is to adopt this important International Standard for use in Australia and New Zealand.

This Standard is identical with, and has been reproduced from ISO 10001:2007, *Quality management—Customer satisfaction—Guidelines for codes of conduct for organizations*.

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9000 Quality management—Fundamentals and vocabulary	9000 Quality management—Fundamentals and vocabulary

The terms ‘normative’ and ‘informative’ have been used in this Standard to define the application of the annex to which they apply. A ‘normative’ annex is an integral part of a Standard, whereas an ‘informative’ annex is only for information and guidance.

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