



**NSAI**  
Standards

Irish Standard  
I.S. ISO 10001:2018

# Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations

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## I.S. ISO 10001:2018

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Údarás um Chaighdeáin Náisiúnta na hÉireann

**DECLARATION**  
OF  
SPECIFICATION  
QUALITY MANAGEMENT - CUSTOMER SATISFACTION - GUIDELINES FOR CODES OF CONDUCT FOR  
ORGANIZATIONS

AS

THE IRISH STANDARD SPECIFICATION FOR  
QUALITY MANAGEMENT - CUSTOMER SATISFACTION - GUIDELINES FOR CODES OF CONDUCT FOR  
ORGANIZATIONS

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NSAI in exercise of the power conferred by section 16 (3) of the National Standards Authority of Ireland Act, 1996 (No. 28 of 1996) and with the consent of the Minister for Business, Enterprise and Innovation, hereby declare as follows:

1. This instrument may be cited as the Standard Specification (Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations) Declaration, 2018.
2. (1) The Specification set forth in the Schedule to this declaration is hereby declared to be the standard specification for Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations.  
  
(2) The said standard specification may be cited as Irish Standard ISO 10001:2018 or as I.S. ISO 10001:2018.
3. (1) The Standard Specification (Quality management -- Customer satisfaction -- Guidelines for codes of conduct for organizations:2007) Declaration 2007 is hereby revoked.  
  
(2) Reference in any other Standard Specification to the Instruments hereby revoked and to Irish Standard 10001:2007 thereby prescribed, shall be construed, respectively, as references to this Instrument and to Irish Standard 10001:2018.

## **Schedule**

# **Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations**

## **National Foreword**

I.S. ISO 10001:2018 is the adopted Irish version of the International standard ISO 10001:2018, *Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations*.

Users are responsible for its correct application.

The NSAI National Mirror Committee NSAI/TC 007, actively participated in the development of this international standard and support its adoption.

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STANDARD**

**ISO  
10001**

Second edition  
2018-07

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

*Management de la qualité — Satisfaction du client — Lignes  
directrices relatives aux codes de conduite des organismes*



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# Contents

Page

<b>Foreword</b>	<b>v</b>
<b>Introduction</b>	<b>vi</b>
<b>1 Scope</b>	<b>1</b>
<b>2 Normative references</b>	<b>1</b>
<b>3 Terms and definitions</b>	<b>1</b>
<b>4 Guiding principles</b>	<b>3</b>
4.1 General	3
4.2 Commitment	3
4.3 Capacity	3
4.4 Transparency	3
4.5 Accessibility	3
4.6 Responsiveness	4
4.7 Information integrity	4
4.8 Accountability	4
4.9 Improvement	4
4.10 Confidentiality	4
4.11 Customer-focused approach	4
4.12 Competence	4
4.13 Timeliness	4
<b>5 Code framework</b>	<b>4</b>
5.1 Context of the organization	4
5.2 Establishment	5
5.3 Integration	5
<b>6 Planning, design and development</b>	<b>5</b>
6.1 Determine code objectives	5
6.2 Gather and assess information	5
6.3 Obtain and assess input from relevant interested parties	6
6.4 Prepare code	6
6.5 Prepare performance indicators	6
6.6 Prepare code procedures	7
6.7 Prepare internal and external communication plan	7
6.8 Determine resources needed	7
<b>7 Implementation</b>	<b>7</b>
<b>8 Maintenance and improvement</b>	<b>8</b>
8.1 Collection of information	8
8.2 Evaluation of code performance	8
8.3 Evaluation of the satisfaction with the code	8
8.4 Review of the code and code framework	8
8.5 Continual improvement	9
<b>Annex A (informative) Simplified examples of components of codes for different organizations</b>	<b>10</b>
<b>Annex B (informative) Interrelationship of this document, ISO 10002, ISO 10003 and ISO 10004</b>	<b>11</b>
<b>Annex C (informative) Guidance for small businesses</b>	<b>13</b>
<b>Annex D (informative) Guidance on accessibility</b>	<b>14</b>
<b>Annex E (informative) Guidance on input from interested parties</b>	<b>15</b>
<b>Annex F (informative) Code framework</b>	<b>16</b>
<b>Annex G (informative) Guidance on adopting a code provided by another organization</b>	<b>18</b>
<b>Annex H (informative) Guidance on preparing the code</b>	<b>19</b>

# ISO 10001:2018(E)

## I.S. ISO 10001:2018

<b>Annex I (informative) Guidance on preparing communication plans .....</b>	<b>20</b>
<b>Bibliography .....</b>	<b>22</b>



## 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.

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/176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

This second edition cancels and replaces the first edition (ISO 10001:2007), 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 10002, ISO 10003 and ISO 10004.

## Introduction

### 0.1 General

Maintaining a high level of customer satisfaction is a significant challenge for many organizations. One way of meeting this challenge is to put in place and use a customer satisfaction code of conduct. A customer satisfaction code of conduct consists of promises and related provisions that address issues such as product and service delivery, product returns, handling of personal information of customers, advertising and stipulations concerning particular product and service attributes or performance (examples are given in [Annex A](#)). A customer satisfaction code of conduct can be part of an effective approach to complaints management. This involves:

- a) complaints prevention, by making use of an appropriate customer satisfaction code of conduct;
- b) internal complaints handling, for instances when expressions of dissatisfaction are received;
- c) external dispute resolution, for situations in which complaints cannot be satisfactorily dealt with internally.

This document provides guidance to assist an organization in determining that its customer satisfaction code provisions meet customer needs and expectations, and that the customer satisfaction code is accurate and not misleading. Its use can:

- enhance fair trade practices and customer confidence in the organization;
- improve customer understanding of what to expect from the organization in terms of its products and services and relations with customers, thereby reducing the likelihood of misunderstandings and complaints;
- potentially decrease the need for new regulations governing the organization's conduct towards its customers.

The satisfaction of persons or organizations that could or do receive a product or a service from a public or a private organization is the focus of this document.

### 0.2 Relationship with ISO 9001 and ISO 9004

This document is compatible with ISO 9001 and ISO 9004 and supports the objectives of these two standards through the effective and efficient application of a process to develop and implement a code of conduct related to customer satisfaction. This document can also be used independently of ISO 9001 and ISO 9004.

ISO 9001 specifies requirements for a quality management system. A customer satisfaction code of conduct implemented in accordance with this document (ISO 10001) can be used as an element of a quality management system.

ISO 9004 provides guidance to achieve sustained success of an organization. The use of this document (ISO 10001) can further enhance performance regarding codes of conduct, as well as increase the satisfaction of customers and other relevant interested parties to facilitate the achievement of sustained success. It can also facilitate the continual improvement of the quality of products, services and processes based on feedback from customers and other relevant interested parties.

**NOTE** Apart from customers, other relevant interested parties can include suppliers, industry associations and their members, consumer organizations, relevant government agencies, personnel, owners and others who are affected by an organization's customer satisfaction code of conduct.

### 0.3 Relationship with ISO 10002, ISO 10003 and ISO 10004

This document is compatible with ISO 10002, ISO 10003 and ISO 10004. These four documents can be used either independently or in conjunction with each other. When used together, this document, ISO 10002, ISO 10003 and ISO 10004 can be part of a broader and integrated framework for enhanced

customer satisfaction through codes of conduct, complaints handling, dispute resolution and monitoring and measurement of customer satisfaction (see [Annex B](#)).

ISO 10002 contains guidance on the internal handling of product- and service-related complaints. By fulfilling the promises given in a customer satisfaction code of conduct, organizations decrease the likelihood of problems arising because there is less potential for confusion regarding customer expectations concerning the organization and its products and services.

ISO 10003 contains guidance on the resolution of disputes regarding product- and service-related complaints that could not be satisfactorily resolved internally. When disputes do arise, the existence of a customer satisfaction code of conduct can assist the parties in understanding customer expectations and the organization's attempts to meet those expectations.

ISO 10004 contains guidance on establishing effective processes for monitoring and measuring customer satisfaction. Its focus is on customers external to the organization. Guidelines given in ISO 10004 can support the establishment and implementation of customer satisfaction codes of conduct. For example, the processes described in ISO 10004 can assist the organization to monitor and measure customer satisfaction with the codes (see [8.3](#)). Likewise, customer satisfaction codes of conduct can assist the organization in defining and implementing processes for monitoring and measuring customer satisfaction. For example, an organization can establish a code of conduct with respect to the confidentiality of customer information in monitoring and measuring customer satisfaction (see ISO 10004:2018, 7.3.4).

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