

# ISO 10003:2007-12 (E)

## Quality management - Customer satisfaction - Guidelines for dispute resolution external to organizations

---

<b>Contents</b>		<b>Page</b>
Foreword .....		v
Introduction .....		vi
0.1	General .....	vi
0.2	Relationship with ISO 9001 and ISO 9004 .....	vii
0.4	Statements regarding conformity .....	vii
1	Scope .....	1
2	Normative references .....	2
3	Terms and definitions .....	2
4	Guiding principles .....	3
4.1	General .....	3
4.2	Consent to participate .....	4
4.3	Accessibility .....	4
4.4	Suitability .....	4
4.5	Fairness .....	4
4.6	Competence .....	4
4.7	Timeliness .....	4
4.8	Confidentiality .....	4
4.9	Transparency .....	5
4.10	Legality .....	5
4.11	Capacity .....	5
4.12	Continual improvement .....	5
5	Dispute-resolution framework .....	5
5.1	Commitment .....	5
5.2	Dispute-resolution policy .....	5
5.3	Top management responsibilities .....	6
6	Planning, design and development .....	6
6.1	General .....	6
6.2	Objectives .....	7
6.3	Activities .....	7
6.4	Resources .....	8
7	Operations .....	8
7.1	General .....	8
7.2	Complaint referral .....	8
7.3	Receipt of dispute notice .....	8
7.4	Formulation of the organization's response .....	9
7.5	Resolution of dispute .....	9
7.6	Implementation of resolution .....	11
7.7	Closing the file .....	11
8	Maintenance and improvement .....	11
8.1	Monitoring .....	11
8.2	Analysis and evaluation .....	11

8.3	Management review .....	12
8.4	Continual improvement .....	12
Annex A (informative) Guidance on dispute-resolution methods .....		14
Annex C (normative) Guidance on consent to participate .....		17
Annex D (normative) Guidance on accessibility .....		19
Annex E (normative) Guidance on suitability .....		21
Annex F (normative) Guidance on fairness .....		23
Annex G (normative) Guidance on competence .....		25
Annex H (normative) Guidance on timeliness .....		26
Annex I (normative) Guidance on transparency .....		27
Annex J (informative) Guidance on selecting providers .....		29
Annex K (informative) Guidance on dispute-resolution policy .....		30
Annex L (informative) Guidance on elements of design for dispute resolution .....		31
Annex M (informative) Dispute-resolution flowchart .....		32
Bibliography .....		34