

ISO 10003:2007-12 (E)

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

Contents	Page
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