

# ISO 10001:2018 (E)

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

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### Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Guiding principles
4.1	General
4.2	Commitment
4.3	Capacity
4.4	Transparency
4.5	Accessibility
4.6	Responsiveness
4.7	Information integrity
4.8	Accountability
4.9	Improvement
4.10	Confidentiality
4.11	Customer-focused approach
4.12	Competence
4.13	Timeliness
5	Code framework
5.1	Context of the organization
5.2	Establishment
5.3	Integration
6	Planning, design and development
6.1	Determine code objectives
6.2	Gather and assess information
6.3	Obtain and assess input from relevant interested parties
6.4	Prepare code
6.5	Prepare performance indicators
6.6	Prepare code procedures
6.7	Prepare internal and external communication plan
6.8	Determine resources needed
7	Implementation
8	Maintenance and improvement
8.1	Collection of information
8.2	Evaluation of code performance
8.3	Evaluation of the satisfaction with the code
8.4	Review of the code and code framework
8.5	Continual improvement
Annex A	(informative) Simplified examples of components of codes for different organizations
Annex B	(informative) Interrelationship of this document, ISO 10002, ISO 10003 and ISO 10004

- Annex C (informative) Guidance for small businesses**
- Annex D (informative) Guidance on accessibility**
- Annex E (informative) Guidance on input from interested parties**
- Annex F (informative) Code framework**
- Annex G (informative) Guidance on adopting a code provided by another organization**
- Annex H (informative) Guidance on preparing the code**
- Annex I (informative) Guidance on preparing communication plans**
  - I.1 General**
  - I.2 Internal communication**
  - I.3 External communication**

**Page count: 22**