ISO 10003:2018 (E)

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

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Guiding principles

- 4.1 General
- 4.2 Commitment
- 4.3 Responsiveness
- 4.4 Information integrity
- 4.5 Accountability
- 4.6 Consent to participate
- 4.7 Accessibility
- 4.8 Suitability
- 4.9 Fairness
- 4.10 Competence
- 4.11 Timeliness
- 4.12 Confidentiality
- 4.13 Transparency
- 4.14 Agreement
- 4.15 Capacity
- 4.16 Improvement
- 4.17 Customer-focused approach

5 Dispute-resolution framework

- 5.1 Context of the organization
- 5.2 Commitment
- 5.3 Dispute-resolution policy
- 5.3.1 Policy establishment
- 5.3.2 Policy review
- 5.3.3 Policy consistency
- 5.4 Top management responsibilities

6 Planning, design and development

- 6.1 General
- 6.2 Objectives
- 6.3 Activities
- 6.3.1 Diagnosis
- 6.3.2 Design
- 6.3.3 Testing
- 6.4 Resources

7 Operation

- 7.1 General
- 7.2 Complaint referral
- 7.3 Receipt of dispute notice
- 7.4 Formulation of the organization’s response
- 7.4.1 Evaluation of dispute

7.4.2 Development of initial position
7.5 Resolution of dispute
7.5.1 Facilitative method
7.5.2 Advisory and determinative methods
7.5.3 Settlement
7.5.4 Acceptance of recommendation
7.5.5 Review of determinative decision
7.6 Implementation of resolution
7.7 Closing the file

8 Maintenance and improvement

8.1 Monitoring
8.2 Analysis and evaluation
8.3 Evaluation of the satisfaction with the dispute-resolution process
8.4 Management review
8.4.1 General
8.4.2 Input
8.4.3 Output
8.5 Continual improvement

Annex A (informative) Guidance on dispute-resolution methods

A.1 General
A.2 Facilitative method
A.3 Advisory method
A.4 Determinative method

Annex B (informative) Interrelationship of ISO 10001, ISO 10002, this document and ISO 10004

Annex C (informative) Guidance on consent to participate

C.1 General
C.2 Information prior to consent to participate
C.3 Consent to participate prior to the dispute arising
C.4 Consent to participate after the dispute arises

Annex D (informative) Guidance on accessibility

D.1 General
D.2 Communication
D.3 Fees
D.4 Invoking process and participation
D.5 Information
D.6 Trained personnel
D.7 Informality

Annex E (informative) Guidance on suitability

E.1 General
E.2 Suitability of methods
E.3 Suitability of remedies

Annex F (informative) Guidance on fairness

Annex G (informative) Guidance on competence

G.1 General
G.2 Qualifications
G.3 Training
G.4 Periodic evaluation

Annex H (informative) Guidance on timeliness

Annex I (informative) Guidance on transparency

I.1 General
I.2 Information about process, methods and performance
I.3 Annual report
I.4 Publication of individual dispute-resolution results

Annex J (informative) Guidance on selecting providers

Annex K (informative) Guidance on dispute-resolution policy

K.1 Making advance commitment
K.2 Case-by-case participation

Annex L (informative) Guidance on elements of design for dispute resolution

Annex M (informative) Dispute-resolution flowchart

Page count: 36