DIN ISO 10002:2019-07 (E)

Quality management - Customer satisfaction - Guidelines for complaints handling in organizations (ISO 10002:2018)

Contents

Page

National foreword ... **4**

National Annex NA (informative) Bibliography ... **5**

Foreword ... **6**

Introduction ... **7**

1 Scope ... **9**

2 Normative references ... **9**

3 Terms and definitions ... **9**

4 Guiding principles ... **11**
4.1 General ... 11
4.2 Commitment ... 11
4.3 Capacity ... 11
4.4 Transparency ... 11
4.5 Accessibility ... 11
4.6 Responsiveness ... 12
4.7 Objectivity ... 12
4.8 Charges ... 12
4.9 Information integrity ... 12
4.10 Confidentiality ... 12
4.11 Customer-focused approach ... 12
4.12 Accountability ... 12
4.13 Improvement ... 12
4.14 Competence ... 12
4.15 Timeliness ... 12

5 Complaints-handling framework ... **13**
5.1 Context of the organization ... 13
5.2 Leadership and commitment ... 13
5.3 Policy ... 13
5.4 Responsibility and authority ... 13

6 Planning, design and development ... **15**
6.1 General ... 15
6.2 Objectives ... 15
6.3 Activities ... 15
6.4 Resources ... 16

7 Operation of complaints-handling process ... **16**
7.1 Communication ... 16
7.2 Receipt of complaints ... 16
7.3 Tracking of complaints ... 17
7.4 Acknowledgement of complaints ... 17
7.5 Initial assessment of complaints ... 17
7.6 Investigation of complaints ... 17
7.7 Response to complaints ... 17
7.8 Communicating the decision ... 17
7.9 Closing complaints ... 17

8 Maintenance and improvement ... **17**
8.1 Collection of information ... 17
8.2 Analysis and evaluation of complaints ... 18
8.3 Evaluation of the satisfaction with the complaints-handling process ... 18
8.4 Monitoring of the complaints-handling process ... 18
8.5 Auditing of the complaints-handling process ... 18
8.6 Management review of the complaints-handling process ... 19
8.7 Continual improvement ... 20
Annex A (informative) **Interrelationship of ISO 10001, this document, ISO 10003 and ISO 10004** **21**
Annex B (informative) **Guidance for small business** ... **23**
Annex C (informative) **Form for complainant** ... **24**
Annex D (informative) **Objectivity** ... **25**
Annex E (informative) **Complaints-handling flowchart** ... **27**
Annex F (informative) **Complaint follow-up form** ... **28**
Annex G (informative) **Responses** ... **32**
Annex H (informative) **Escalation flowchart** ... **33**
Annex I (informative) **Continual monitoring** ... **35**
Annex J (informative) **Audit** ... **38**
Bibliography ... **39**