ISO 10001:2018 (E)

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

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