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Quality management - Customer satisfaction - Guidelines for monitoring and measuring (ISO 10004:2018)

Contents

Page

National foreword 4

National AnnexNA (informative) Bibliography 5

Foreword 6

A comma is used as the decimal marker. 7.6.3 Examining customer satisfaction information 21

7.6.4 Monitoring actions taken in response to customer satisfaction information 21
7.6.5 Assessing the effectiveness of actions taken 21

8 Maintenance and improvement 22

Annex A (informative) Interrelationship of ISO 10001, ISO 10002, ISO 10003 and this document23
Annex B (informative) Conceptual model of customer satisfaction 25

Annex C (informative)Identificationofcustomerexpectations 27

Annex D (informative) Direct measurement of customer satisfaction 30

Annex E (informative) Analysis of customer satisfaction data 36

Annex F (informative) Using customer satisfaction information 41

Bibliography 43

7.4 Analysing customer satisfaction data 19
7.4.1 General 19
7.4.2 Preparing the data for analysis 19
7.4.3 Determining the method of analysis 19
7.4.4 Conducting the analysis 19
7.4.5 Validating the analysis 20
7.4.6 Reporting results and recommendations 20
7.5 Communicating customer satisfaction information 20
7.6 Monitoring customer satisfaction 21
7.6.1 General 21
7.6.2 Examining the customers selected and the data gathered 21