Lakshy Management Consultant Pvt Ltd
aiming excellence

ISO

Customer Satisfaction System

ISO 10001-2-3-4

What is ISO 10001-2-3-4 – Customer Satisfaction System

A happy customer makes for a happy company. When applying the customer satisfaction management standards from the ISO 10000 family, you manage and enhance customer satisfaction in a structured way. A scored assessment provides measures on effectiveness, risks and opportunities for improvement.

The Customer Satisfaction standard helps organizations of all types to identify, manage and understand how successfully they deal with their customer's Customer Satisfaction / Complaints. Some examples of Customer Satisfaction / Complaints are:
• Poor quality of service
• Inadequate handling of Customer Satisfaction / Complaints
• Poor communication both before and during the Customer Satisfaction / Complaint handling process.

The Customer Satisfaction Scheme can apply to organizations of all sizes, in the private, public and voluntary sectors, regardless of the nature of their activities or the nature of the business.

The Customer Satisfaction Scheme specifies the key requirements for handling customer Satisfaction / Complaints successfully and includes Customer Satisfaction controls to help you address customer dissatisfaction in a satisfying way within your business.

ISO 10001-2-3-4:2004 Customer Satisfaction System provides guidance on the process of Customer Satisfaction / Complaints handling related to products within an organization, including planning, design, operation, maintenance and improvement. The Customer Satisfaction / Complaints handling process described is suitable for use as one of the processes of an overall quality management system.

The international standard provides a framework that the information obtained through the Customer Satisfaction / Complaints handling process can lead to -
• Improvement in products and process
• Improve the reputation of organisation

Customer Satisfaction / Complaint Management System compliant to ISO 10001-2-3-4:2004 is relevant to any organization that wishes to exceed customer expectations, a basic requirement for businesses of all types and sizes, whether they're in the private, public or voluntary sectors. ISO 10001-2-3-4:2004 is not applicable to disputes referred for resolution outside the organization or for employment-related disputes.

Do you have the Winning Hand?

CUSTOMER SERVICE

Excellent ✓

Good

Average

Poor

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Customer Confidence:
By adopting the management system, ability to retain the loyalty of customers is enhanced. Customers feel confident of commitment for the resolution & redressal of any of their query or Customer Satisfaction / Complaints.

Improved Efficiency:
Implementation and certification ensures a consistent process to handle customers, which enable to identify causes and eliminate the causes of Customer Satisfaction / Complaints, as well as improve organization's operations.

Better Relationship:
System helps to adopt a customer-focused approach to handle, analysis and review Customer Satisfaction / Complaints and encourage personnel to improve their skills & behaviour in working with customers.

Continual improvement:
It provides a basis for continual improvement and analysis of Customer Satisfaction / Complaints-handling process, redressal of Customer Satisfaction / Complaints with improvements to be made.

Transparent System:
Provide complainants with an open, effective and easy-to-use Customer Satisfaction / Complaints process.

Auditable System:
Customer Satisfaction / Complaint management system is auditable, thus auditing of the Customer Satisfaction / Complaints-handling process gives accuracy of the system compliance.

Synchronisation:
It is developed as guidance for an organization's Customer Satisfaction / Complaints handling process. It can be used alone or in conjunction with ISO 9001 - Quality Management System of Organization.

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Requirements of ISO 10001-2-3-4-2004 Customer Satisfaction / Complaint management system

ISO 10001-2-3-4 provide an integrated framework for managing and improving your customers' satisfaction. These four standards within the ISO 10000 family address four different areas:

- ISO 10001 – code of conduct. This ethical code of conduct consists of promises and obligations related to product or service delivery, product returns or complaints, handling of personal information of customers, advertising and stipulations concerning particular attributes of a product/service or its performance.

- ISO 10002 – complaint-handling processes. Guidance for the design and implementation of processes for all types of commercial or non-commercial activities, including electronic commerce.

- ISO 10003 – external dispute resolution. Addresses resolution of product/service-related complaints that have not been resolved by the organization.

- ISO 10004 – monitor and measure. Guidance on how to monitor and measure your company's customer satisfaction performance.

The standard on compliant handling process eight clauses. The first three are scope, normative reference, and terms and definitions. The other five are:

Guiding principles. The general notions upon which the processes for handling Customer Satisfaction / Complaints should be built. They include visibility accessibility, responsiveness, objectivity, free-of-charge to complainants, confidentiality, customer focused approach and accountability.

Customer Satisfaction / Complaints-handling framework. An explanation of why organizations should commit to effective Customer Satisfaction / Complaints handling, and the associated responsibilities and authority. It also describes considerations for developing a Customer Satisfaction / Complaints-handling policy.

Planning and design. A description of how an organization can plan and design an effective Customer Satisfaction / Complaints handling process.

Operation of the Customer Satisfaction / Complaints-handling process. Guidance for operating the process, from receiving a Customer Satisfaction / Complaint through closing the issue after completion.

Maintenance and improvement. Guidance on gathering and using Customer Satisfaction / Complaints data, monitoring performance of the Customer Satisfaction / Complaints- handling process, auditing the process to ensure it meets the organization's requirements and continually improving it.

How to achieve ISO 10001-2-3-4:2004 compliance & Certificate–ISO10001-2-3-4:2004 implementation / Certification steps:

Lakshy Management Consultant Pvt Ltd. offers a well defined and globally proven implementation methodology for ISO 10001-2-3-4:2004 certification.

- Gap Analysis
- Awareness Training
- Documentation Design and finalization
- Implementation
- Internal Auditor Training and conduct of internal audit
- Management Review Meeting
- Review of Implementation

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- Pre-assessment audit
- Stage 1 – certification audit
- Stage 2 – certification audit
- Award of ISO 10001-2-3-4 certification
- Continual improvement of the system through value added consulting and training services
- Continual improvement of the system through value added consulting and training services

What we offer in the field of ISO 10001-2-3-4 standard implementation compliance and consulting

As one of the largest quality management system certification consulting companies across the world with clients in more than 40 countries, our knowledge and experience of the standards is unsurpassed. We understand how to fully exploit the benefits of your quality management system to ensure you unlock the true potential in your organization.

We provide unmatched expertise and technical competence to ensure that your ISO 10001-2-3-4 certification project adds value to your organization.

We provide consulting, training, internal audits, pre assessment audits and facilitation during ISO 10001-2-3-4 compliance process.

We offer our global knowledge moulded locally to bring in the best results for our clients and partner their journey of standardization, compliance, growth, success and continual improvements.

Contact us now, to get your organization ISO 10001-2-3-4 complied in the most effective and efficient manner while realizing the true benefits of the certification using our specialized ISO 10001-2-3-4 implementation methodology that is less time consuming, fast, easy to understand and implement, result oriented, time bound and cost effective. Get ISO 10001-2-3-4 compliance now with us....

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