ROYALCERT

Crown Your Quality

ISO 10002

CUSTOMER SATISFACTION MANAGEMENT SYSTEM

The Customer Satisfaction standard, ISO 10002:2014 helps organizations to identify, manage and understand how successfully they deal with their customers' complaints.

What is ISO 10002?

Quality management | Customer satisfaction | Guidelines for complaints handling in organizations

Turn customer complaints into customer satisfaction by implementing a robust Customer Satisfaction Management System based on ISO 10002 Guidelines.

As every organisations aim should be to meet customer requirements, it is essential that the customers' opinions are heard and acted upon. The most successful organisations are the ones that have their customers at the core of their product/service design.

ISO 10002 aims to:

● Helping you identify complaints, their cause and how to eliminate them.

● Provide a complainant with access to an open and responsive complaints-handling process.

● Enhance the ability of the organization to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the organization.

● Enhance the ability of an organization to identify trends and eliminate causes of complaints, and improve the organization's operations.

● Help an organization create a customer-focused approach to resolving complaints, and encourage personnel to improve their skills in working with customers.

Provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints and process improvements made.

What are the main benefits?

Applying ISO 10002 will help you reduce customer dissatisfaction, enhance customer loyalty and improve your company's external reputation.

Getting assessed by RoyalCert you will get full visibility of the effectiveness, strengths, weaknesses, risks and opportunities for improvement into the compliance and effectiveness of your customer satisfaction management processes.

The assessment report can be used as an internal benchmark, support your self-assessment efforts, encourage transparency regarding your customers' satisfaction management, and demonstrate progress, compliance and performance toward suppliers and customers.

RoyalCert International Registrars GmbH

Why Choose RoyalCert?

RoyalCert being a DAkkS (German) accredited certification body helps your organization demonstrate compliance to the standard requirement by issuing an internationally recognized certificate.

With our presence in your country, we are well equipped with your local requirements, easily reached, charging local rates and always ensuring you get a prompt and responsible response from us every time.

NEXT STEP

Contact us with your enquiry complete our application form, we will review the information and provide you with a free estimate.

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