

ISO/IEC ISO 10004:2018 Quality management — Customer satisfaction — Guidelines for monitoring and measuring

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Table 1: Data sheet for Quality management — Customer satisfaction — Guidelines for monitoring and measuring

Title	Quality management — Customer satisfaction — Guidelines for monitoring and measuring
Acronym	
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Note: The following is an excerpt from the official ISO catalog. It is provided here as a convenience and is not authoritative. Refer to the original document as the authoritative reference.

Abstract

This document gives guidelines for defining and implementing processes to monitor and measure customer satisfaction.

This document is intended for use by any organization regardless of its type or size, or the products and services it provides. The focus of this document is on customers external to the organization.

NOTE Throughout this document, the terms “product” and “service” refer to the outputs of an organization that are intended for, or required by, a customer.

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