

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

### **Scope**

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.

Public Comment Use Only