

DMMS ISO 10002:2018 အရည်အသွေးစီမံခန့်ခွဲမှုစနစ် — စားသုံးသူကျေနပ်မှု — အဖွဲ့အစည်းများတွင် တိုင်ကြားမှုများ ဖြေရှင်းရန်အတွက် လမ်းညွှန်ချက်များ

DMMS ISO 10002:2018 Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

Scope

This document gives guidelines for the process of complaints handling related to products and services within an organization, including planning, design, development, operation, maintenance and improvement. The complaints-handling process described is suitable for use as one of the processes of an overall quality management system.

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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