



INTERNATIONAL STANDARD ISO 10002:2004
TECHNICAL CORRIGENDUM 1

Published 2009-07-15

INTERNATIONAL ORGANIZATION FOR STANDARDIZATION • МЕЖДУНАРОДНАЯ ОРГАНИЗАЦИЯ ПО СТАНДАРТИЗАЦИИ • ORGANISATION INTERNATIONALE DE NORMALISATION

**Quality management — Customer satisfaction — Guidelines for
complaints handling in organizations**

TECHNICAL CORRIGENDUM 1

*Management de la qualité — Satisfaction des clients — Lignes directrices pour le traitement des réclamations
dans les organismes*

RECTIFICATIF TECHNIQUE 1

Technical Corrigendum 1 to ISO 10002:2004 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

Page 1, Clause 2

Replace

“ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*”

with

“ISO 9000:2005, *Quality management systems — Fundamentals and vocabulary*”.

Page 1, Clause 3

Replace “ISO 9000:2000” with “ISO 9000:2005” throughout the entire clause.

ICS 03.120.10

Ref. No. ISO 10002:2004/Cor.1:2009(E)

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Published in Switzerland