

STANDARDS AUSTRALIA

Amendment No. 1
to
AS ISO 10002—2006
Customer satisfaction—Guidelines for complaints handling in organizations
(ISO 10002:2004, MOD)

CORRECTION

The 2006 edition of AS ISO 10002 is amended as follows; the amendments should be inserted in the appropriate places.

SUMMARY: This Amendment applies to Clauses 3.

This Amendment takes into account ISO 10002:2004/Cor.1:2009.

Published on 25 November 2011.

Clause 3 Terms and definitions

Replace ‘ISO 9000:2000’ with ‘AS/NZS ISO 9000:2006’ throughout the entire clause.

AMDT
No. 1
NOV
2011

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