



BSI Standards Publication

Quality management — Customer satisfaction — Guidelines for monitoring and measuring

National foreword

This British Standard is the UK implementation of ISO 10004:2018. It supersedes BS ISO 10004:2012, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee SVS/0, Customer service - Fundamental principles.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2018
Published by BSI Standards Limited 2018

ISBN 978 0 580 98260 6

ICS 03.120.10

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 July 2018.

Amendments/corrigenda issued since publication

Date	Text affected