MALAYSIAN STANDARD

MS ISO 10003:2018

Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations
(ISO 10003:2018, IDT)

ICS: 03.120.10

DEPARTMENT OF STANDARDS MALAYSIA

DEVELOPMENT OF MALAYSIAN STANDARDS

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Committee representation

The National Standards Committee on Quality and Organisational Management (NSC 25) under whose authority this Malaysian Standard was developed, comprises representatives from the following organisations:

Arkib Negara Malaysia
Construction Industry Development Board Malaysia
Department of Standards Malaysia
Department of Standards Malaysia (Secretariat)
Federation of Malaysian Manufacturers
Federation of Public Listed Companies
Institut Kimia Malaysia
Institute of Quality Malaysia
Malaysia Productivity Corporation
Malaysian Agricultural Research and Development Institute
Malaysian Association of Standards Users
Malaysian Employers Federation
Malaysian International Chamber of Commerce and Industry
Medical Device Authority
National Pharmaceutical Regulatory Agency
Science and Technology Research Institute for Defence
SIRIM QAS International Sdn Bhd
The Electrical and Electronics Association of Malaysia
The Institution of Engineers, Malaysia
Universiti Utara Malaysia

The Technical Committee on Supporting Technologies (NSC 25/TC 3) which recommended the adoption of the ISO Standard as Malaysian Standard consists of representatives from the following organisations:

Construction Industry Development Board Malaysia
Department of Standards Malaysia
Department of Standards Malaysia (Secretariat)
Institut Penyelidikan dan Kemajuan Pertanian
Malaysia Digital Economy Corporation
Malaysian Association of Standards Users
Shopee Malaysia
SIRIM QAS International Sdn Bhd
Universiti Putra Malaysia
Universiti Utara Malaysia

National Foreword

The adoption of the ISO Standard as a Malaysian Standard was recommended by the Technical Committee on Supporting Technologies (NSC 25/TC 3) under the authority of the National Standards Committee on Quality and Organisational Management (NSC 25).

This first revision of MS ISO 10003 cancels and replaces MS ISO 10003:2007, *Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations* (ISO 10003:2007, IDT).

This Malaysian Standard is identical with ISO 10003:2018, *Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations*, published by the International Organization for Standardization (ISO). However, for the purposes of this Malaysian Standard, the following apply:

a) in the source text, "this International Standard" should read "this Malaysian Standard";

b) the comma which is used as a decimal sign (if any), to read as a point; and

c) reference to International Standards should be replaced by corresponding Malaysian Standards as follows:

Referenced International Standards	Corresponding Malaysian Standards
ISO 9000:2015, *Quality management systems – Fundamentals and vocabulary*	MS ISO 9000:2015, *Quality management systems – Fundamentals and vocabulary*

Compliance with a Malaysian Standard does not of itself confer immunity from legal obligations.

NOTE IDT on the front cover indicates an identical standard i.e. a standard where the technical content, structure, and wording (or is an identical translation) of a Malaysian Standard is exactly the same as in an International Standard or is identical in technical content and structure although it may contain the minimal editorial changes specified in clause 4.2 of ISO/IEC Guide 21-1:2005.