



भारतीय मानक ब्यूरो

(उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय, भारत सरकार)

BUREAU OF INDIAN STANDARDS

(Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India)

मानक भवन, 9 बहादुरशाह जफर मार्ग नई, दिल्ली-110002

Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi-110002

Phones: 23230131 / 23233375 / 23239402

Website: www.bis.org.in, www.bis.gov.in

Review Document

Basic Details

1.	Sectional Committee No. & Title:	MSD 2 - Quality Management
2.	IS No :	IS/ISO 10004 : 2018
3.	Title :	Quality Management अंतर्गत Customer Satisfaction Guidelines for Monitoring and Measuring (First Revision)
4.	Date of Previous Review:	October, 2019

Review Analysis

5.1 Status of standard(s), if any from which assistance had been drawn in the formulation of this IS.

S.No.	Standard (No.)	Standard (Title)	Whether the standard has since been revised	Major changes	Action proposed
No entry made in this table					

5.2 Status of standard referred in the IS.

S.No.	Referred standards (No.)	Referred standards (Title)	Since revised IS no. of the corresponding IS	Changes in the referred Standards since last review of IS	Changes in the referred standard which are affecting the standard under review	Action proposed
No entry made in this table						

5.3 Any other standards available related to the subject & scope of the standard being reviewed (International/regional/other national/association/consortia, etc or of new or revision of existing Indian Standard).

S.No.	Standard (No.)	Standard (Title)	Provisions that could be relevant while reviewing the IS	Action proposed
No entry made in this table				

5.4 Technical comments on the standard received, if any.

S.No.	Source	Clause of IS	Comment	Action proposed
No entry made in this table				

5.5 Information available on relevant technical developments				
S.No.	Source	Development	Relevant clause of the IS under review that is likely to be impacted (Clause & IS No.)	Action proposed
No entry made in this table				

5.6 Issues arising out of changes in any related IS or due to formulation of new Indian Standard.					
S.No.	Related IS (revised or new)	Related IS Title	Provision in the IS under review that would be impacted & the clause no. or addition of new clause/provision	Changes that may be necessary in the Standards under review	Action proposed
No entry made in this table					

5.7 Any consequential changes to be considered in other IS.				
S.No.	Related IS to get impacted	Related IS Title	Requirements to be impacted	
No entry made in this table				

Other Details	
6.	Any other observation:
7.	Upload Supporting Document(s)
7.1 ARP Report	21_24527_231031023535_ARP_Report.doc
7.2 Draft Document	No Document Uploaded
8.	<p>Recommendations - On the basis of the analysis of the info available as mentioned above consideration of sectional committee is solicited on the following aspects of the IS under review:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>This standard is identical adoption under dual numbering of IS/ISO 10004 : 2018. The base ISO Standard is not revised yet. As per Item 7.2 of the minutes of 34th meeting of MSD 02 Standard is reaffirmed.</p> </div>