

Indian Standard

**QUALITY MANAGEMENT SYSTEMS — GUIDELINES
FOR SERVICE QUALITY BY PUBLIC SERVICE
ORGANIZATIONS**

1 SCOPE

1.1 This standard specifies requirements for a quality management system where a public service organization;

- a) needs to demonstrate its ability to consistently provide effective and efficient service that meets customer and applicable legal, statutory and regulatory requirements;
- b) aims to enhance customer satisfaction; and
- c) aims to continually improve its service and service delivery process.

1.2 The requirements for complaints handling process covered in this standard do not apply for employment related disputes and/or disputes referred for resolution outside an organization.

1 SCOPE

1.1 This standard provides guidelines for understanding and implementing the requirements of IS 15700 by public service organizations. It provides elaboration on Quality Management Systems requirements as given in IS 15700 for helping the public service organizations in establishing a quality management system for the service delivery processes that are necessary to provide all services needed by its customers and achieving the desired objectives of service delivery in an effective and efficient manner, consistently.

While the examples given in this standard are meant to clarify the concept regarding the correct use of Quality Management System requirements and help an organization in implementing the same, these should not be considered as essential elements to be fulfilled by the organization. These guidelines do not, however, add, change or modify the requirements of IS 15700.

2 REFERENCE

The following standard contains provision, which through reference in this text constitutes provision of this standard. At the time of publication, the edition indicated was valid. All standards are subject to revision and parties to agreements based on this standard is encouraged to investigate the possibility of applying the most recent edition of the standard indicated below:

<i>IS No.</i>	<i>Title</i>
IS/ISO 9000:2005	Quality management systems — Fundamentals and vocabulary (<i>third revision</i>)

2 REFERENCES

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<i>IS No.</i>	<i>Title</i>
IS/ISO 9000:2005	Quality management systems — Fundamentals and vocabulary (<i>third revision</i>)
IS/ISO 9001:2000	Quality management systems — Requirements (<i>second revision</i>)
IS/ISO 10002:2004	Quality management — Customer satisfaction — Guidelines for complaints handling in organizations (<i>first revision</i>)
IS/ISO/TR 10013:2001	Guidelines for quality management system documentation (<i>first revision</i>)
IS/ISO 14001:2004	Environmental management systems — Requirements with guidance for use (<i>first revision</i>)
IS 15610:2006	Guidelines for measurement of customer satisfaction