

**FORMAT FOR SYNOPSIS OF INDIAN STANDARDS**

Number and Title of the Indian Standard:	IS/ISO 10004: 2018  'Quality management — Customer satisfaction - Guidelines for the monitoring and measuring (First Revision)  <b>Doc. No. MSD 02 (14427)</b>
a) Scope	This Standard gives guidelines for defining and implementing processes to monitor and measure customer satisfaction.  This Standard is intended for use by any organization regardless of its type or size, or the products and services it provides. The focus of this document is on customers external to the organization.
b) Salient features of content:	
c) Type/grades/classes, if any covered in the standard:	Not Applicable
d) disclaimer (to be automatically provided by the program/software)	