Background

At the November 2014 WG meeting we decided to published a list of consumer standards where COPOLCO have made a contribution on www.iso.org.

Please find an overview of standards which will be published on ISO Web when ready. The list has active links to an abstract of the standard, news articles and to the relevant Technical Committee homepage.

The list is updated with input from the members by 2014-12-15.

Best regards
Merete Holmen Murvold
ISO/COPOLCO WG 2 Key areas for consumers

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Social Responsibility
ISO 26000: 2010 Guidance on social responsibility
Read an abstract of ISO 26000 here
On ISO homepage for ISO 26000 you can explore more

The standard was developed in ISO/TMB/WG SR.

Customer satisfaction and complaints handling
ISO 10001:2007 Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations
Read an abstract of ISO 10001 here

ISO 10002:2004 Quality management - Customer satisfaction - Guidelines for complaints handling in organizations
Read an abstract of ISO 10002 here

ISO 10003:2007 Quality management - Customer satisfaction - Guidelines for dispute resolution external to organizations
Read an abstract of ISO 10003 here

Read an abstract of ISO 10004 here
Read the article Measuring customer satisfaction with new ISO Technical Specification
Read an abstract of ISO 10008 here

The standards on customer satisfaction and complaints handling were developed in ISO/TC 176.

Recall of consumer products
ISO 10393:2013 Consumer product recall - Guidelines for suppliers
Read an abstract of ISO 10393 here
Read the article Recall alert – A message to all
Read the article Attentions consumers! ISO Standards tackle product safety and recalls
The standard was developed in ISO/PC 240 Product recall.

Consumer product safety
Read an abstract of ISO 10377 here
Read the article Consumer product safety
Read the article Attentions consumers! ISO Standards tackle product safety and recalls
The standard was developed in ISO/PC 243 Consumer product safety.

Network service billing
ISO 14452:2012 Network services billing
Read an abstract of ISO 14452 here
Read the article No more bill shocks thanks to new ISO standard
Read the article Bill shock – Customer complaints down, satisfaction up
The standard was developed in ISO/PC 239 (ISO/TMBG).

Financial services
ISO 22222:2005 Personal financial planning - Requirements for personal financial planners
Read an abstract of ISO 22222 here
Read the article Can you trust them? ISO standard for sizing up personal financial planners
The standard was developed in ISO/TC 222.

Water services
ISO 24510:2007 Activities relating to drinking water and wastewater services -- Guidelines for the assessment and for the improvement of the service to users
Read an abstract of ISO 24510 here
Read the article What users thinks – ISO Guidelines keep water flowing
Read the article The water challenge – How ISO standards help
The standard was developed in ISO/TC 224.

**Second hand goods**
Read an abstract of ISO/TS 20245 here
The standard was developed in ISO/PC 245
Read the article about the publication of this Technical Specification Second-hand goods get an A+

**Adventure tourism**
Read an abstract of ISO 21101 here
The standard was developed in ISO/TC 228
Read an article Adventure Tourism – more excitement, less risk