
**Quality management — Customer
satisfaction — Guidelines for
monitoring and measuring**

*Management de la qualité — Satisfaction du client — Lignes
directrices relatives à la surveillance et au mesurage*





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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

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