

QM 029 - ISO 10002 Awareness Training

TÜV MIDDLE EAST
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Objective:

To provide the participant with detailed knowledge on customer satisfaction and handling complaints and ISO 10002 requirements.

Content:

- Introduction to the customer satisfaction and handling complaints.
- Introduction to basic concepts and terminologies associated with customer satisfaction and handling complaints.
- Philosophy and fundamental principles of ISO 10002.
- Detailed review of the requirements of ISO 10002 standard.
- Introduction to the benefits that will be achieved by the implementation.
- Effective methods for the implementation of ISO 10002.



Who Should Attend:

- All levels of management who are involved in implementing ISO 10002.
- All those who are interested personally to learn about this internationally recognized customer satisfaction and handling complaints.

Structure:

- Tutorials
- Discussions
- Workshops
- Quiz
- Examination

Venue:

TÜV Middle East courses are held at hotels and various training centers. However, they can be held at customers' premises, if required.

Certificate:

TÜV Middle East certificate will be issued to all attendees.

Duration:

1 day

Contacts:

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