

# QM 040 - ISO 10002 Implementation Training

TÜV MIDDLE EAST  
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## Objective:

To provide the participant the required knowledge on the requirements of ISO 10002 and the methodology of implementing this standard.

## Content:

- Introduction to customer satisfaction and handling complaints.
- Terms and definitions.
- Detailed description of ISO 10002 requirement.
- Importance of the implementation.
- Gap analysis.
- Documentation.
- Training.
- Internal audit.



## Who Should Attend:

- Anyone responsible for implementing customer satisfaction and handling complaints.
- 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:

3 days.

## Contacts:

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