



Accredited Certification Int'l Ltd. 國際認可認證有限公司

Your True Partner in Management System Training

ACI Training Course

Code (TC1)	ISO 10002:2004 Introduction (3 hours) (2:00pm – 5:00 pm)
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Target Audience

- ~ Top management personnel who are driving the Customer Satisfaction Management system
- ~ Quality personnel, managers, educators and consultants who are entrusted to implement or develop the Customer Satisfaction Management system
- ~ Anybody who is somehow involved in or interest in the Customer Satisfaction Management system

Objectives

- ~ To understand ISO 10002:2000 Customer Satisfaction Management system
- ~ To give an overview on global development of ISO 10002:2000
- ~ To understand the certification process and its necessary requirements

Details

- ~ ISO 10002:2000 management principle
- ~ ISO 10002:2000 certification worldwide
- ~ Certification process and its necessary requirements

Methodology

- ~ Presentation and experience sharing

Venue

- ~ ACI training centre



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您在管理系統訓練上的真誠夥伴

ACI 培訓課程

Code (TC1)	ISO 10002:2004 入門 (3 小時) (2:00pm-5:00pm)
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培訓對象

- ~ 有致推行的客戶滿意管理
- ~ 有致推行或發展客戶滿意管理系統之人員、經理、教育人員和顧問
- ~ 任何對客戶滿意管理系統有興趣之人士

培訓目的

- ~ 了解 ISO10002:2000 系統原理
- ~ 回顧 ISO10002:2000 全球發展概況
- 了解認證程序及其基本要求

培訓內容

- ~ ISO10002:2000 管理原理
- ~ 全球 ISO10002:2000 認證
- ~ 認證程序及其基本要求

上課模式

- ~ 講解與經驗分享

上課地點

- ~ ACI 訓練中心