



# Accredited Certification International

## ISO 10002

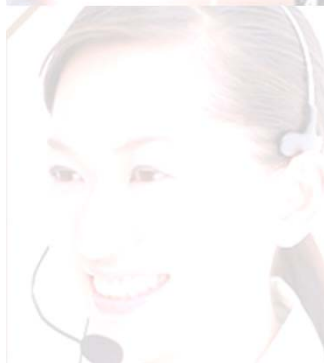
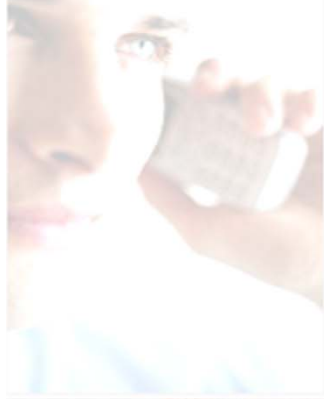
### Customer Satisfaction Management System Certification

Most companies may not realize that treating a complaint in an inappropriate way may bring tons of demerits. With the implementation of ISO 10002, an organization is required to develop an effective and efficient complaints-handling process to satisfy customers' needs.

It helps to inculcate a positive complaint handling culture among organizations and to promote professionalism in the handling of complaints. The benefits of implementing this system have already been broadcasted among many sectors, such as call centers, government agencies and industry associations.

### Benefit

- ~ Enhance the corporate image
- ~ Demonstrate that the corporate concern
- ~ Demonstrate that the complaint handling is up to and above the market benchmark
- ~ Improve employee awareness and alertness on customer handling skills



國際認可認證有限公司  
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# 國際認可認證

## ISO 10002 客戶滿意管理體系認證

大多數公司或許並沒有意識到不恰當地處理一宗客戶投訴會帶來巨大的麻煩。隨著 **ISO 10002** 系統的執行，要求企業必須成立一個能夠有效地處理客戶投訴的部門以滿足消費者的需求。它幫助企業灌輸積極的處理投訴的文化和提昇企業處理投訴的專業水平。執行這一體系的好處已在許多行業中廣為傳播，例如呼叫中心，政府機關和行業協會，等等。

### 好處

- ~ 提升公司形象和信譽
- ~ 反映公司對顧客投訴的關注
- ~ 反映公司的處理顧客投訴程序已達國際水平
- ~ 提高員工對處理顧客投訴技巧



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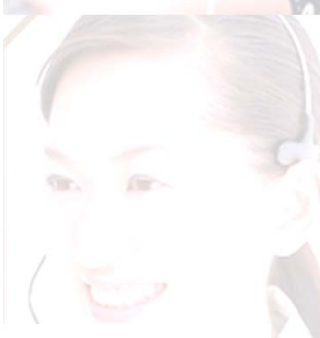


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## ISO 10002 Customer Satisfaction Management System Certification

TC1	ISO 10002 Introduction	3 hours
<b>Details</b> ~ Concepts of complaint handling and the ISO customer satisfaction series ~ A review on the requirements of ISO 10002 ~ Certification process and requirements		
TC2	ISO 10002 Effective Application	1 day
<b>Details</b> ~ Complaint handling and the ISO customer satisfaction series ~ A review on the clauses requirements of ISO 10002 ~ Integration of ISO 10002 to current management systems ~ Benefits of implementation		
TC3	ISO 10002 Documentation	1 day
<b>Details</b> ~ISO 10002 requirements for documentation and why documentation required ~Process approach to create practical documents ~System Documentation ~Updating and Maintenance of Customer Satisfaction Management System		
TC4	ISO 10002 Internal Auditor Training	2 days
<b>Details</b> ~ Documentation review ~ Comparison between internal and external audit ~ Customer Satisfaction Management System auditing ~ Internal audit results evaluation and reporting		

Date	Courses are organized once a month. Detailed schedule can be found on our website.
Venue	ACI Training Centre
Methodology	Presentation, Workgroup Discussion, Case Study & Exercise
Certificate	Certificate of successful completion will be issued to delegates who have attended full course



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# 國際認可認證

## ISO 10002 客戶滿意管理體系認證

TC1	ISO 10002 入門	3 小時
<p>內容</p> <ul style="list-style-type: none"> <li>~ 瞭解項投訴管理體系的背景</li> <li>~ 瞭解ISO 10002 投訴管理體系的各項要素</li> <li>~ 認證過程及其要求</li> </ul>		
TC2	ISO10002 有效應用	1 日
<p>內容</p> <ul style="list-style-type: none"> <li>~ 投訴處理及ISO顧客滿意系列</li> <li>~ ISO 10002 體系的各項要素回顧</li> <li>~ ISO 10002 管理體系與其他管理體系的整合</li> <li>~ 實施ISO 10002 管理體系的好處</li> </ul>		
TC3	ISO 10002 文件處理	1 日
<p>內容</p> <ul style="list-style-type: none"> <li>~ISO 10002 對文件的要求及為何有此要求</li> <li>~過程方法以建立實用文件</li> <li>~系統文件</li> <li>~更新和維護客戶滿意管理體系認證</li> </ul>		
TC4	ISO 10002 內部審核員培訓	2 日
<p>內容</p> <ul style="list-style-type: none"> <li>~ 體系文件系統檢視</li> <li>~ 內部與外部審核之比較</li> <li>~ 客戶滿意管理體系認證之審核(包括審核方法、準備、審核技巧和報告)</li> <li>~ 內部審核結果評估和報告</li> </ul>		

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上課日期	培訓課程會於每月舉行一次，詳細日期可瀏覽本公司的網頁
地點	ACI 培訓中心
上課模式	講解、小組討論、練習及個案研習
獲取資格	完成課程之學員將獲頒發課程完成證書乙張