



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

**Your True Partner in Management System Training**

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## ACI Training Course

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<b>Code (TC2)</b>	<b>ISO 10002:2004 Effective Application</b> <b>(1 Day)</b> <b>(9:30am – 5:00 pm)</b>
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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 understand the concept behind and application of the standards
- ~ 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
- ~ Review on the requirements and implementation guidelines of ISO 10002:2000
- ~ ISO 10002:2000 certification worldwide
- ~ Certification process and its necessary requirements

### Methodology

- ~ Presentation and experience sharing , workgroup discussion and exercise

### Certificate

- ~ Certificate of Successful Completion will be issued to delegates who have attended full course.

### Venue

- ~ ACI training centre



## 您在管理系統訓練上的真誠夥伴

### ACI 培訓課程

**Code (TC2)**      **ISO 10002:2000 客戶滿意管理體系有效應用**  
**(1 日)**  
**(9:30am-5:00pm)**

#### 培訓對象

- ~ 有致推行客戶滿意管理
- ~ 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
- ~ 了解標準背後的理念及其應用
- 了解認證程序及其基本要求

#### 培訓內容

- ~ ISO10002:2000 管理原理
- ~ 回顧實行 ISO10002:2000 之指引與要求
- ~ 全球 ISO10002:2000 認證
- ~ 認證程序及其基本要求
- ~ 討論 ISO10002: 2000 要求之詮釋及其影響

#### 上課模式

- ~ 講解與經驗分享, 工作小組討論與練習

#### 證書

- ~ 達到高出席率之學員將獲頒發課程完成證書乙張

#### 上課地點

- ~ ACI 訓練中心