



Customer Satisfaction Management System

ISO 10002:2018
Transition Q&A

HIGHLIGHTS OF SEVERAL CRUCIAL DATE ON TRANSITION

- The issue date of ISO 10002:2018 : July 2018
- The transition period:
30 July 2018 – 30 July 2021 (3 years)
- The expiry date of ISO 10002:2014 Certificates: 31 July 2021
- ACI deadline for accepting ISO 10002:2014 Certification application:
30 July 2020



HIGHLIGHTS OF ACI SERVICES TO FACILITATE THE TRANSITION

- Professional and competent audit team
- Gap Assessment: A professional review of clients' ISO 10002:2014 against ISO 10002:2018 requirements

- Professional Customer Services team ready for answering enquiries from the clients regarding the transition

- (TNCT) ISO 10002:2018 Transition from 2014 version
- (TNC1) ISO 10002:2018 Introduction
- (TNC2) ISO 10002:2018 Effective Application
- (TNC3) ISO 10002:2018 Implementation & Documentation
- (TNC4) ISO 10002:2018 Internal Auditor



GENERAL

Q1

When is the ISO 10002:2018 issued?

ISO 10002:2018 was issued in July 2018

Q2

What are the major differences between ISO 10002:2014 and ISO 10002:2018?

- ISO 10002:2018 follows the high-level structure approach that is being applied to other ISO management system standards, such as ISO 9001:2015 (quality), ISO 14001:2015 (environment) and ISO 45001 (Occupational Health & Safety).
- ISO 10002:2018 requires more involvement and commitment of the top management.

Q3

What are the core concepts of ISO 10002:2018?

- Process Approach
- Plan-Do-Check-Act Cycle
- Risk-based thinking

Q5

We are going to implement a customer satisfaction management system (ISO 10002) for certification. What should we do?

There are two options:

- i) You can directly implement the system in according with ISO 10002:2018 and apply for the certification of ISO 10002:2018;
- ii) Alternatively, if you have already begun to set up the system based on ISO 10002:2014, you can go ahead to obtain the ISO 10002:2014 certificate first and later do the transition to ISO 10002:2018 on or before the deadline specified by ACI.

Q4

We have got ISO 10002:2014 Certificate already. What is the impact of the new standard on us?

According to the resolution of International Accreditation Forum (IAF), there is a 3 years transition period from the issue date of ISO 10002:2018 for all existing ISO 10002:2014 Certificates to transit to ISO 10002:2018 Certificate.

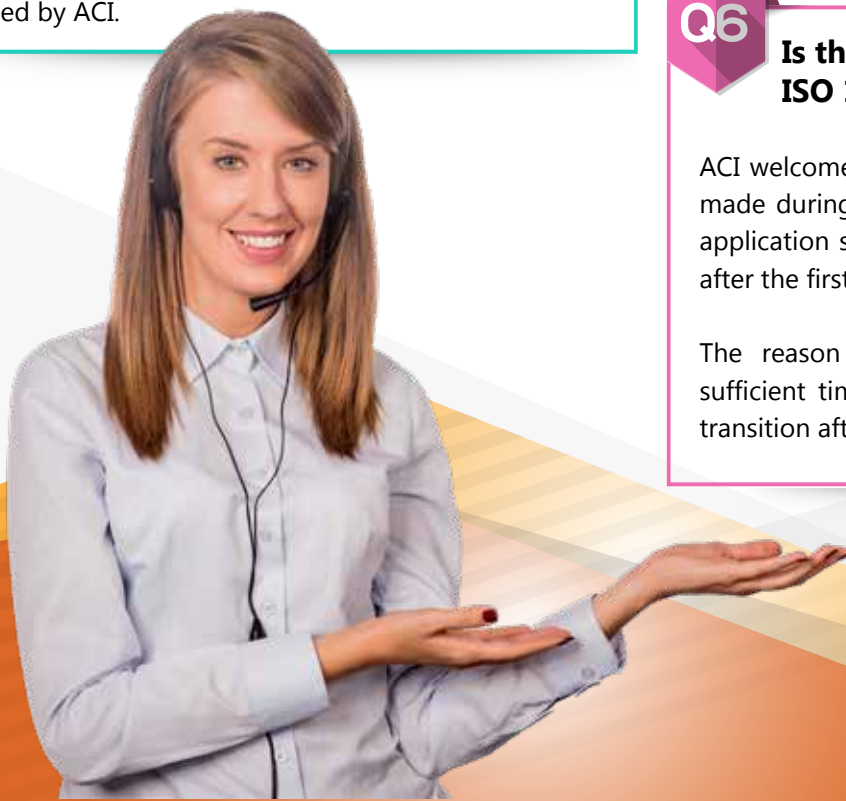
Therefore, all ISO 10002:2014 Certificates will be expired on 15 July 2021 (i.e. the ISO 10002:2014 Certificates will have lost validity since 15 July 2021).

Q6

Is there any deadline for application for ISO 10002:2014 Certification?

ACI welcomes ISO 10002:2014 Certification application made during the Transition Period provided that such application should not be made after 15 July 2020, i.e. after the first two year of the 3-year Transition Period.

The reason for setting this deadline is to ensure sufficient time for the certified clients to prepare the transition after being certified for ISO 10002:2014.



GENERAL

Q7

When should we do the transition?

During the Transition Period, the ISO 10002:2014 certified clients can choose to transit at any time provided that the deadline of successful transition is 15 July 2021. The clients can decide their schedule for transition.

However, it is highly recommended for the clients to complete the transition as early as possible

- i. to avoid the transition peak;
- ii. to leave enough time for the submission of plans of correction and corrective actions and the arrangement of any follow up visits if there were non-conformities (NCs) raised in the transition audit(s).

(* Remark : ACI' s deadline for Audit(s) of Migration is **15 May 2021.**)

Q8

How should we start for the transition?

- i) Review ISO 10002:2018;
- ii) Implement the system in accordance with the ISO 10002:2018;
- iii) Plan the transition;
- iv) Discuss with ACI the plan and reserve the date(s) for transition Audit(s).

Q9

What is the transition process?

For ACI, all ISO 10002:2014 certified clients seeking ISO 10002:2018 transition shall undergo a Transition Audit(s).

Normally, there are two types of Transition Audit: one-off audit or staged audit.

- i) For One-Off Transition Audit, the audit will be a one-time audit in which the fulfillment of the clients' ISO 10002:2014 against all the ISO 10002:2018 requirements will be evaluated within the same audit. It can be carried out together with the normal scheduled audits such as Surveillance Visit (SV) or Renewal Audit or in a single independent audit.
- ii) For staged type, the evaluation of the fulfillment of the clients' ISO 10002:2014 against the ISO 10002:2018 requirements will be conducted in several planned audits provided that the accumulative results of these audits can prove the full fulfillment of the client' s ISO 10002:2014 with ISO 10002:2018.

Each audit of Transition Audits in such case can be carried out together with the normal scheduled audits such as Surveillance Visit (SV) or Renewal Audit or a single independent audit.

Point to note:

For the staged type, during each audit of the Transition Audits, as the ISO 10002:2014 is not or has not been evaluated to be fully complied with ISO 10002:2018, the normal audit for ISO 10002:2014 will be still carried out. Please make sure to maintain effectively the ISO 10002:2014 before the completion and success of the transition.



GENERAL

Q10

How should we choose between one-off type and staged type Transition Audit(s)?

The choice for one-off type or staged type Transition Audit(s) may have impact in terms of clients' internal manpower arrangement or business plan. Clients are advised to have a comprehensive consideration before making decision and discuss with ACI if necessary.

Q11

How does ACI begin the transition for the clients?

ACI is well prepared for the transition for the clients. Our audit team will introduce the publication of ISO 10002:2018 and the transition issues to all the clients of ISO 10002:2014 during the normal visit. Clients are welcomed to discuss with the relevant issues with our audit team. Once the client confirmed the transition audit schedule, our audit team will conduct the transition for the client according to the agreed schedule.

Q12

What does ACI do to assist certified clients for the transition?

Besides, the above mentioned Preliminary Gap Analysis, in order to get our clients more familiar with the ISO 10002:2018 requirements and facilitate our clients' preparation for the transition, ACI with pleasure provides the following training and services:

- (TNC1) ISO 10002:2018 Introduction Training Course
- (TNC2) ISO 10002:2018 Effective Application Training
- (TNC3) ISO 10002:2018 Implementation & Documentation Training
- (TNC4) ISO 10002:2018 Internal Auditor Training
- Professional customer support to answer enquiries on the transition including the quotation for the Transition Audit(s) and reservation of dates for Transition Audit(s).
- Upon request, ACI auditors can come to the clients office to perform a comprehensive Gap Assessment by going through every requirement of the ISO 10002:2018 with the client in order to check whether the client's existing system fulfill the requirements and if not, what the discrepancies are.

(Note: Some of the above dates are tentative and subject to be changed by ACI.)

For reference only

Please contact ACI for details

Email: enquiry@aci-limited.com

Phone: 39778988

ACI[®]