AWARENESS TRAINING · QUALITY MANAGEMENT

Customer Complaints and Satisfaction Training (ISO 10002 and ISO 10004)

Self-paced online training (video) · 10 modules · about 120 min of video · about 3 hours in total · English, with captions

Handle customer complaints well and measure customer satisfaction with the guidance of ISO 10002:2018 and ISO 10004:2018, from receipt, tracking and response to surveys, analysis and improvement.

WHO IT IS FOR

Contact-centre agents and team leaders, customer service and complaints managers, quality managers and staff in service and manufacturing organisations who handle complaints or run customer satisfaction surveys.

WHAT YOU WILL LEARN

- Explain what ISO 10002 and ISO 10004 recommend and how they link to ISO 9001
- Apply the guiding principles of complaints handling in your daily work
- Handle a complaint from receipt and acknowledgement to response and closure
- Analyse complaints data to find trends and causes, and drive improvement
- Plan customer satisfaction monitoring with clear objectives, methods and samples
- Analyse satisfaction results, communicate them and check that actions work

MODULES (10)

1. Why complaints and satisfaction matter
2. The guiding principles
3. Policy, people and planning
4. Receiving a complaint
5. Assessing, investigating and responding
6. Decisions, closure and records
7. Learning from complaints
8. Customer satisfaction: concept and planning
9. Gathering satisfaction data
10. Using the results, and the exam

PRICE

US$19 per learner

Per learner, by team size

1–10 learners	**US$19**
11–50 learners	**US$15**
51–200 learners	**US$13**

Excluding taxes.

DURATION

About 3 hours in total (119 minutes of video)

MODULES

10

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Completion

Scan for the course page, prices and enrolment