
SIRIM STANDARD



SIRIM 6:2016

ICS: 03.120.10

Requirements for Customer Service Management (CSM)

SIRIM Berhad

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For further information on SIRIM Standards, please contact:

Standards Department
SIRIM STS Sdn Bhd
(Company No. 448249 - A)
1, Persiaran Dato' Menteri
Section 2, P.O. Box 7035
40700 Shah Alam
Selangor Darul Ehsan
MALAYSIA

Tel: 60 3 5544 6314/6909
Fax: 60 3 5510 8830
Email: stdsd@sirim.my
<http://www.sirimsts.my>

Contents

	Page
Foreword	ii
0 Introduction	1
1 Scope	1
2 Normative reference.....	1
3 Terms and definitions	2
4 Requirements.....	3

SIRIM 6:2016

Foreword

This SIRIM Standard was developed by the Project Committee on Customer Service Management (CSM) established by SIRIM Berhad.

This standard is developed with the following objectives:

- a) to provide understanding on the concepts of Customer Service Management;
- b) to promote 'customer focus' work culture by incorporating the customer requirement in determining the organisation's direction and planning;
- c) to encourage organisations to design, develop and deliver product or service characteristic by focusing on customer requirement and values; and
- d) to enhance the efficiency of the organisation in managing customer services.

In the preparation of this standard, reference was made to the ISO/IEC Guide 76, *Development of service standards - Recommendations for addressing consumer issues*.

This standard will be subjected to review to reflect current needs and conditions. Users and other interested parties may submit comments on the contents of this standard for consideration into future versions.

Compliance with this standard does not by itself grant immunity from legal obligations.