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Edition 1

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Edition 1

## **SOUTH AFRICAN NATIONAL STANDARD**

# **Quality management — Customer satisfaction — Guidelines for business-to-consumer electronic commerce transactions**

This national standard is the identical implementation of ISO 10008:2013, and is adopted with the permission of the International Organization for Standardization.

### **WARNING**

**This document references other documents normatively.**

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**Table of changes**

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## **Quality management — Customer satisfaction — Guidelines for business-to-consumer electronic commerce transactions**

*Management de la qualité — Satisfaction client — Lignes directrices  
pour les transactions de commerce électronique entre commerçant  
et consommateur*



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