

ISBN 978-0-626-30191-0

**SANS 10008:2014**

Edition 1

**ISO 10008:2013**

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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**SANS 10008:2014**

Edition 1

**ISO 10008:2013**

Edition 1

**Table of changes**

<b>Change No.</b>	<b>Date</b>	<b>Scope</b>

**National foreword**

This South African standard was approved by National Committee SABS/TC 176, *Quality assurance and quality management matters*, in accordance with procedures of the SABS Standards Division, in compliance with annex 3 of the WTO/TBT agreement.

This document was published in May 2014.

# INTERNATIONAL STANDARD

# ISO 10008

First edition  
2013-06-01

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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*



Reference number  
ISO 10008:2013(E)

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Published in Switzerland

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