Consumer Standards overview

Background

The Key areas for Consumers working group maintains a list of consumer standards where ISO’s consumer policy unit (ISO/COPOLCO) has made a contribution on www.iso.org.

The list has active links to an abstract of the standard, news articles and the relevant Technical Committee homepage.

The list is updated with input from the members by 2019-09-12.

Best regards
Takashi Nakakuki and John Furbank
co-convenors, ISO/COPOLCO WG 2 Key areas for consumers

------------------------------------------------

Social Responsibility

ISO 26000: 2010, Guidance on social responsibility
Read an abstract of ISO 26000 here
See the ISO homepage for ISO 26000

First International Workshop Agreement on social responsibility management systems was launched in 2017.

The standard was developed in ISO/TMB/WG SR.

Customer satisfaction and complaints handling

ISO 10001:2018, Quality management – Customer satisfaction – Guidelines for codes of conduct for organizations
Read an abstract of ISO 10001 here

ISO 10002:2018, Quality management – Customer satisfaction – Guidelines for complaints handling in organizations
Read an abstract of ISO 10002 here

ISO 10003:2018, Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations
Read an abstract of ISO 10003 here

Read an abstract of ISO 10004 here
Read the article Measuring customer satisfaction with new ISO Technical Specification

Read an abstract of ISO 10008 here

The standards on customer satisfaction and complaints handling were developed in ISO/TC 176.

Recall of consumer products
ISO 10393:2013, Consumer product recall – Guidelines for suppliers

Read an abstract of ISO 10393 here

Read the article Recall alert – A message to all
Read the article Attention consumers! ISO Standards tackle product safety and recalls

The standard was developed in ISO/PC 240 Product recall.

Consumer product safety

Read an abstract of ISO 10377 here

Read the article Consumer product safety
Read the article Attention consumers! ISO Standards tackle product safety and recalls

The standard was developed in ISO/PC 243 Consumer product safety.

Network service billing
ISO 14452:2012, Network services billing

Read an abstract of ISO 14452 here

Read the article No more bill shocks thanks to new ISO standard
Read the article Bill shock – Customer complaints down, satisfaction up

The standard was developed in ISO/PC 239 (ISO/TMBG).

Financial services
ISO 22222:2005, Personal financial planning – Requirements for personal financial planners

Read an abstract of ISO 22222 here

Read the article Can you trust them? ISO standard for sizing up personal financial planners

The standard was developed in ISO/TC 222.

Mobile banking services
The ISO 12812 series, Core banking – Mobile financial services (parts 1-5)
Read the article A step towards financial inclusion for all with new ISO standards

The standards were developed by ISO/TC 68/SC 7

Water services
ISO 24510:2007, Activities relating to drinking water and wastewater services – Guidelines for the assessment and for the improvement of the service to users

Read an abstract of ISO 24510 here

Read the article What users thinks – ISO Guidelines keep water flowing
Read the article The water challenge – How ISO standards help

The standard was developed in ISO/TC 224
Energy services
ISO 50007:2017, Energy services – Guidelines for the assessment and improvement of the energy service to users
Read an abstract of ISO 50007 here
The standard was developed by ISO/TC 301

Second hand goods
ISO 20245:2017, Cross-border trade of second-hand goods
Read an abstract of ISO 20245 here
The standard was developed in ISO/PC 245
Read the article The second-hand market gets a new ISO standard to protect consumers

Adventure tourism
Read an abstract of ISO 21101 here
The standard was developed in ISO/TC 228
Read an article Adventure Tourism – more excitement, less risk

Customer contact centres
ISO 18295-1:2017, Customer contact centres – Part 1: Requirements for customer contact centres
ISO 18295-2:2017, Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres
The standards were developed by ISO/PC 273
Read Improving the customer experience with new standards for call centres

Environmental labelling
ISO 14026:2017, Environmental labels and declarations – Principles, requirements and guidelines for communication of footprint information
Read an abstract of ISO 14026 here
The standard was developed in ISO/TC 207/SC 3

Accessible designs for packaging and containers
ISO 19809, Packaging — Accessible design — Information and marking
ISO 17480, Packaging — Accessible design — Ease of opening
These standards were developed by ISO/TC 122

Sharing Economy
IWA 27, Guiding principles and framework for the sharing economy
Read New ISO solution to support the sharing economy model
Read Standards Council of Canada Workshop Leads to Guidelines for Operating in the Sharing Economy
This International Workshop Agreement was developed by ISO/TMBG

Online consumer reviews
ISO 20488, Online consumer reviews – Principles and requirements for their collection, moderation and publication
Read the abstract
Read Putting the trust back into online reviews
Packaging
ISO/IEC Guide 41, Packaging, recommendations for addressing consumer needs
Read the abstract
Read Getting the packaging right

ISO/IEC Guide 14, Products and related services – Information for consumers
Read the abstract
See Spoiled for choice: effective product labelling

See the list of other consumer-facing ISO/IEC Guides.

Unit pricing
ISO 21041, Guidance on unit pricing
Read the abstract
Read Pricing it right

Ethical claims
ISO 17033, Ethical claims and supporting information — Principles and requirements
Read the abstract
Read Making ethical claims more credible

Guarantees and warranties
ISO 22059, Guidelines on consumer guarantees and warranties
This standard is being developed by ISO/PC 303
See Consumer warranties to get standard treatment
See New standard on consumer guarantees and warranties keeps everyone in the supply chain on the same page.

Under development
Inclusive service / vulnerable consumers
ISO/WD 22458, Guideline for inclusive service: identifying and responding to consumers in vulnerable situations
This new standard is being developed by ISO/PC 311

Privacy by design
ISO/WD 31700, Consumer protection: privacy by design for consumer goods and services
This new standard is being developed by ISO/PC 317