
SIRIM STANDARD



SIRIM 6:2023

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Requirements for Customer Service Management (CSM) (First revision)

SIRIM Berhad

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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 an understanding of the concepts of Customer Service Management;
- b) to promote a '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 characteristics by focusing on customer requirements 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*.

Major modifications in this revision are as follows:

- a) addition of a subclause to provide explanation on "customer centric" in 4.2.1; and
- b) amendments for improvement and clarity of subclauses 4.2.2, 4.2.4, 4.3, 4.5.4, 4.6.1, 4.7.2 and 4.7.3.

This SIRIM Standard cancels and replaces SIRIM 6:2016, *Requirements for Customer Service Management (CSM)*.

This standard will be reviewed periodically, and if necessary, revised, to ensure that it reflects current needs and conditions. Users and other interested parties may submit comments on the contents of this standard for consideration in future versions.

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