



Kenya Bureau of  
Standards

Standards for quality life

# CUSTOMER SATISFACTION-DISPUTE RESOLUTION



KEBS has National, Regional and International standards at the Standards Information Resource Center at the Headquarters and also via [www.kebs.org](http://www.kebs.org)

## What is a standard?

A standard is a document, established by consensus and approved by a recognized body that provides for common and repeated use, rules, guidelines or characteristics for activities of their results, aimed at the achievement of the optimum degree of order in a given context. Standards are based on the consolidated results of science, technology and experience, and aimed at the promotion of optimum community benefits. They serve as guides for the production of goods, the provision of services and provide the basis for trade transactions.

## Gazetted Standards Personal Protective Equipment;

KKS ISO  
10003:2018

Customer Satisfaction- Guidelines for dispute resolution to  
organizations

This document gives guidelines for an organization to plan, design, develop, operate, maintain and improve an effective and efficient dispute-resolution process for complaints that have not been resolved by the organization.



## Note:

This document does not apply to the resolution of other types of disputes, such as employment disputes. It does not apply to complaints handling within an organization.

## Standards available online - KEBS Webstore

KEBS Webstore is accessible through URL KEBS homepage <https://www.kebs.org> by clicking on the link "Online Services", then "Buy Kenya standards" then follow these easy steps;

### Registration

- Click on My Account, then Register, fill in the required details
- Read and agree to the privacy policy and click on Continue

### Search

- Select a standard by either product name e.g. Customer Satisfaction - Guidelines for dispute resolution to organizations KS ISO 10003:2018

### Shopping Cart

- Add standard(s) into the shopping cart (basket)
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### Payment

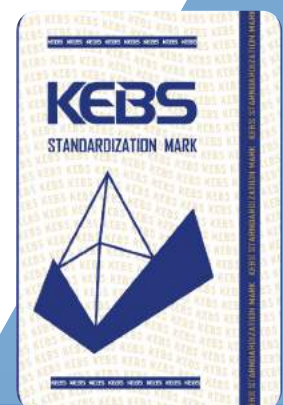
- Select the preferred payment option (e.g. Mpesa, Visa/Master card etc) and follow the instructions provided to complete the transaction

### Download

- Download the standard(s) from your account by clicking "downloads" tab

## Product Certification - Smark Application Requirements

- Fill out the application form STA/1 or STA /3 (it is available on the KEBS website)
- Company Certificate of registration.
- Filled up STA 10 form.
- Payment as per the category.
- Visit to the factory by a KEBS officer.
- Assessment.
- Sign a scheme of supervision.
- Sampling/ testing.
- Issuance of permit to use Mark.



## Contact us at:

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