



Under Development

Drafts for Public Review

Please note: Public comments about draft standards, proposed amendments, proposed adoptions and proposed endorsements listed in this issue are due by July 5, 2004.

Proposed Adoptions

For more information about the proposed adoption of the following ISO standard, contact David Zimmerman at 416-747-2479 or david.zimmerman@csa.ca:

- **ISO 10002:2004, 1st edition**
Quality Management—Customer Satisfaction—Guidelines for Complaints Handling