

## ***Under Development***

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### **Drafts for Public Review**

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Please note: Public comments about draft standards, proposed amendments, proposed adoptions and proposed endorsements listed in this issue are due by July 11, 2005.

#### ***Proposed Adoptions***

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

- **ISO 10001, 1st edition**

*Quality management—Customer satisfaction—Guidelines on codes of conduct for organizations*

- **ISO 10003, 1st edition**

*Quality management—Customer satisfaction—Guidelines for dispute resolution external to organizations*