

## **Completed Projects / Projets terminés**

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### **Reaffirmed Standards**

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#### **CAN/CSA-CEI/IEC 300-3-9-97 (R2006)**

*Dependability management — Part 3: Application guide — Section 9: Risk analysis of technological systems* (Adopted CEI/IEC 300-3-9:1995)

## **Under Development**

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### **Notice of Intent**

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For more information about the proposed development of the following new projects, contact David Zimmerman at 416-747-2479 or david.zimmerman@csa.ca

- **ISO 10001, 1st edition**  
*Quality management — Customer satisfaction — Guidelines for codes of conduct for organizations*
- **ISO 10003, 1st edition**  
*Quality management — Customer satisfaction — Guidelines for dispute resolution external to organizations*