

Frequently Asked Questions – For the conversion to ISO 10002:2014

Q. What is the effective date of ISO 10002:2014?

A. The effective date of ISO 10002:2014 is 17 July 2014.

Q. What will happen to my ISO 10002:2004 certificates received from HKQAA?

A. ISO 10002:2004 certificate received from HKQAA will become obsolete starting from 1 January 2016.

Q. What are the key changes from ISO 10002:2004 to ISO 10002:2014?

A. There is no significant change to ISO 10002:2014. The table below shows the difference between ISO 10002:2004 and ISO 10002:2014:

ISO 10002 version	ISO 10002:2004	ISO 10002:2014
Difference	Not including relationship with ISO 10001.	Added relationship with ISO 10001, ISO 10003 and ISO 10004: ISO 10001- Guidance on codes of conduct ISO 10003 - Guidance on the resolution of disputes ISO 10004 - Guidance on establishing effectiveness processes for monitoring and measuring customer satisfaction.

Q. Is there any transition period for conversion to ISO 10002:2014?

A. HKQAA provides a one year transition period for the organizations certified to ISO 10002:2004 standard to convert to ISO 10002:2014 standard starting from 1 December 2014. During the transition period, organizations shall be audited against the ISO 10002:2014 standard. All organizations shall be upgraded to ISO 10002:2014 on or before 31 December 2015.

Q. Is the representative of the certified organization required to have ISO 10002:2014 training to fulfill the ISO 10002:2014 conversion?

A. No, there is no requirement for the representative of the certified organization to have ISO 10002:2014 training to fulfill the ISO 10002:2014 conversion.

Q. At what time will be the Conversion Audit scheduled?

A. The conversion audit will be conducted during your next routine ISO 10002:2004 surveillance or renewal audits.

Q. What preparation is needed of the organizations for the Conversion audit?

A. The organizations shall update their relevant system documents and inform the relevant employees of the update.

Q. Will nonconformity(ies) be raised against the ISO 10002:2014 standard during conversion audit?

A. Any discrepancy on the organization system's setting or implementation against the specific requirement of ISO 10002:2014 standard will be raised as nonconformities (NCs). As there are no significant substantive changes to ISO 10002:2014 clauses, if there are NCs raised, it may affect the current ISO 10002:2004 certificates. And follow usual practice, client is expected to submit the CAP in order to proceed the issuance of the ISO 10002:2014 certificate.