

1. **I.S. ISO 10001:2007**  
Quality management -- Customer satisfaction -- Guidelines for codes of conduct for organizations
2. **I.S. ISO 10003:2007**  
Quality management -- Customer satisfaction -- Guidelines for dispute resolution external to organizations
3. **I.S. ISO 10005:2005**  
Quality management systems -- Guidelines for quality plans
4. **S.R. ISO/TR 10017:2003**  
Guidance on statistical techniques for ISO 9001:2000
5. **I.S. ISO 10019:2005**  
Guidelines for the selection of quality management system consultants and use of their services