



Accredited Certification International Limited

ACI Awarded ISO 10002 Certificate to Complaints against Police Office(CAPO) of Hong Kong Police Force, the Government of the HKSAR

Recently Accredited Certification International Limited (ACI) has awarded ISO 10002:2004 Customer Satisfaction certificate to Complaints against Police Office(CAPO) of Hong Kong Police Force, The Government of the HKSAR. The scope of the certification is "Handling of complaints Against Police by Complaints against Police Office."CAPO views complaints as feedbacks on police service and seeks area of improvement to enhance customer satisfaction.

ISO 10002:2004 Customer Satisfaction is an international standard established to provide guidance on the process of complaints handling related to products within an organization. Obtaining the certificate demonstrated that CAPO attaches great importance to services satisfaction and their commitment in taking actions to improve customer service level. Applying ISO 10002 standard can help CAPO develop comprehensive complaint management system to effectively handle complaints and turn citizens' unsatisfied situation into positive opportunities to improve service quality.

Management representatives from CAPO are satisfied with ACI's certification service and expressed their appreciation of Auditors from ACI. ACI is also proud of contributing to Hong Kong Government organization's improvement. As a professional certification body and training organization, ACI is committed to provide top level certification service and training courses.



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Complaints Against Police Office.



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ACI为香港特别行政区政府、港警务处的投诉警察课颁发ISO 10002证书

近日国际认可认证有限公司(ACI)为香港警务处投诉警察课 (CAPO) 颁发了ISO 10002:2004客户满意证书。认证的范围是“投诉警察课处理对警队成员的投诉”。CAPO视投诉为市民对警队服务的意见，从而找出可改进的地方，提高市民的满意程度。

ISO 10002:2004客户满意为国际标准组织建立的国际标准，为组织内部处理产品有关的投诉流程提供指引。该证书的获得显示了CAPO处对于服务满意度的重视，以及他们采取措施改进服务水平的决心。实施ISO 10002标准将能帮助CAPO建立全面的投诉管理体系，从而有效处理投诉并将市民不满意的方面转化为积极改善自身服务质量的机会。

来自CAPO的管理层代表对于ACI的认证服务感到满意。他们表达了对来自ACI的审核员的感谢。ACI也对有机会帮助香港政府机构改善服务感到荣幸。作为一家专业的认证培训机构，ACI致力于提供最好的认证服务和培训课程。



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