**ISO/IEC 17025 -** ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission)

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**General requirements for the competence**

**of testing and calibration laboratories**

**4.7.2** The laboratory shall seek feedback, both positive and negative, from its customers. The feedback

shall be used and analysed to improve the management system, testing and calibration activities and

customer service.