

**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.