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# SIRIM STANDARD

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## **Requirements for Customer Service Management (CSM)**

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## **SIRIM STANDARD**

SIRIM Berhad is a premier total solutions provider in quality and technology innovations that helps industries and businesses to compete better through every step of the business value chain.

SIRIM Berhad is the centre of excellence in standardisation, facilitating industries and businesses in enhancing their production and competitiveness, protecting consumers' health and safety, and giving them the choice for quality products and services.

As a standards development organisation, SIRIM Berhad has extensive expertise in standards research and consultancy which helps industries and businesses to meet local and international requirements and practices, through the development of SIRIM Standards.

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