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Implementing Privacy Codes of Practice - Commentary (135 pages)

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**PLUS 1134** 

Guidelines for Sustainable Forest Management - Qualification Criteria for Sustainable Forest Management Auditors (14 pages)

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- CAN/CSA-ISO 10002-04 (R2009)**  Quality Management - Customer Satisfaction - Guidelines for Complaints Handling in Organizations (Adopted ISO 10002:2004, first edition, 2004-07-01) (40 pages)
- CAN/CSA-ISO 10003-08**  Quality Management - Customer Satisfaction - Guidelines for Dispute Resolution External to Organizations (Adopted ISO 10003:2007, first edition, 2007-12-01) (56 pages)
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- CAN/CSA-ISO 10007-03 (R2008)**  Quality Management Systems - Guidelines for Configuration Management (Adopted ISO 10007:2003, second edition, 2003-06-15) (24 pages)
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- CAN/CSA-ISO/TR 10013-01** Guidelines for Quality Management System Documentation (Adopted ISO/TR 10013:2001, first edition, 2001-07-15) (13 pages)

- CAN/CSA-ISO 10014-06** Quality management - Guidelines for realizing financial and economic benefits (Adopted ISO 10014:2006, first edition, 2006-07-01) (46 pages)
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