

Erratum

This article has been withdrawn as it was published elsewhere and accidentally duplicated. The original article can be seen here: [10.1108/09684879710173398](https://doi.org/10.1108/09684879710173398). When citing the article, please cite: Ian W. Hall, (1997), "Using ISO 9000 to improve customer service", *Training for Quality*, Vol. 5 Iss: 3, pp. 126 - 129.