

SOFT METROLOGY : A PROGRESS REVIEW

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Abstract

The new version of ISO 9000 as well as ISO 9000-4 consider customer satisfaction surveys as an integral part of metrology. This new extension of our field of expertise is called dimensionless or “soft” metrology.

This paper is a progress review showing the model of customer satisfaction index coming from operational researches, the efforts of standardization bodies to create guideline documents (such as AFNOR FDX 50-172) and the elements we already own to improve the method and assess the measurement uncertainty.