



**International
Standard**

ISO 16355-3

**Applications of statistical and
related methods to new technology
and product development
process —**

**Part 3:
Quantitative approaches for the
acquisition of voice of customer and
voice of stakeholder**

*Application des méthodes statistiques et des méthodes liées aux
nouvelles technologies et de développement de produit —*

*Partie 3: Acquisition quantitative du retour client et du retour des
parties prenantes*

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