



**International
Standard**

ISO 11367

**Service excellence — Principles
and model for public service
organizations**

*Excellence de service — Principes et modèles pour les organismes
de service public*

**First edition
2025-02**



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CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
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Published in Switzerland