

ICS 03.120.10
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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 19012-2019

Replacing GB/T 19012-2008

**Quality management - Customer satisfaction - Guidelines for
complaints handling in organizations**

Issued on: June 4, 2019

Implemented on: January 1, 2020

**Issued by: State Administration for Market Regulation, China National
Standardization Administration**

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard replaces GB/T 19012-2008 "Guidelines for the Handling of Complaints by Quality Management Customer Satisfaction Organizations".

Compared with GB/T 19012-2008, except for editorial changes, the main technical changes of this standard are as follows.

---The standard structure changes to ensure greater coordination among many different management system standards. This standard is managed according to ISO

The high-level structure of the system standard has adjusted the overall structure of the standard;

--- Highlight service, "product" becomes "product and service";

--- Emphasize "risk-based thinking" to support and improve the understanding and application of process methods;

---Guiding principles have been increased from 10 to 15, adding "commitment", "capacity", "transparency", "personal competence", and "timely".

The content has been modified;

--- "Organizational Environment", "Leadership and Commitment" and other corresponding contents have been added to the "Complaint Handling Framework";

--- An informative appendix has been added to illustrate the relationship between this standard and other related standards;

--- Modify the complaint handling record form.

The translation method used in this standard is equivalent to ISO 10002:2018 "Guidelines for Complaint Handling of Quality Management Customer Satisfaction Organizations".

The Chinese documents that have a consistent correspondence with the international documents cited in this standard are as follows.

---GB/T 19000-2016 Quality Management System Foundation and Terminology (ISO 9000:2015, IDT)

This standard was proposed and managed by the National Standardization Technical Committee for Quality Management and Quality Assurance (SAC/TC151).

Drafting organizations of this standard. China National Institute of Standardization, Shanghai Quality Association, China Quality Association, State Administration for Market Regulation

Inspection and Testing Department, China Southern Power Grid Co., Ltd., Shanghai International Airport Co., Ltd., China Quality Inspection Association, Naval Equipment Department

Inspection and Supervision Bureau, Tongwei Solar (Chengdu) Co., Ltd., Beijing Didi Infinite Technology Development Co., Ltd., Ningbo Fangtai Kitchenware Co., Ltd., Daquan

Group Co., Ltd., Shanghai Hill Enterprise Management Consulting Co., Ltd., China Certification Center Co., Ltd., Tianjin Huacheng Certification Co., Ltd.,

The Civil Aviation University of China, the 724th Research Institute of China Shipbuilding Industry Corporation, the Automotive Engineering Research Institute of Guangzhou Automobile Group Co., Ltd.

Comment) Technology Beijing Co., Ltd., Shantou Bo New Energy Holdings Development Co., Ltd., Binzhou Zhanhua District Metrology and Testing Institute.

0.1 General

This standard provides guidelines for the organization to plan, design, develop, operate, maintain and improve an effective and efficient complaint handling process.

There are various types of commercial or non-commercial activities, as well as the complaint handling process related to e-commerce, so that the organization and its customers, complainants and other

He related parties benefit.

Regardless of the size, region, and industry of the organization, the information obtained from the complaint handling process can be used for product, service and process analysis.

Improve, and when complaints are handled properly, the reputation of the organization can be improved. In the global market, due to the use of this standard,

Providing a trusted and consistent complaint handling method makes its value more obvious.

An effective and efficient complaint handling process reflects the needs and expectations of the organization and recipient of the product or service.

Using the complaint handling process described in this standard can enhance customer satisfaction, encourage customer feedback (including complaints when they are not satisfied), and can

Provide opportunities to maintain or enhance customer loyalty and recognition, and improve the organization's competitiveness at home and abroad.

Implementing the process described in this standard will be able to.

--- Provide complainants with an open and responsive complaint handling process channel;

---Enhance the organization's ability to resolve complaints in a consistent, systematic and positive response manner to satisfy both the complainant and the organization;

---Improve the organization's ability to identify complaint trends and eliminate the causes of complaints, and improve the operation of the organization;

---Help the organization to resolve complaints in a customer-focused manner, and encourage organizational personnel to improve their skills in serving customers;