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

GB/T 19013-2021

**Quality management - Customer satisfaction - Guidelines for
dispute resolution external to organizations**

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for Standardization Work Part 1. Structure and Drafting Rules of Standardization Documents" Drafting.

This document replaces GB/T 19013-2009 "Guidelines for Resolution of External Disputes

in Quality Management Customer Satisfaction Organizations". and

Compared with GB/T 19013-2009, in addition to editorial changes, the main technical changes are as follows.

- a) Emphasize service;
- b) Emphasize the identification and control of risks and opportunities in the process of dispute resolution;
- c) Emphasize the focus of attention on customers;
- d) Three terms and definitions of "Association", "Feedback" and "Related Party" have been added (see 3.1, 3.10, 3.11);
- e) The guiding principles of "commitment", "response", "information integrity", "responsibility", "consensus" and "customer-focused approach" have been added (See 4.2~4.5, 4.14, 4.17), delete "legal" (see 4.10 of the 2009 edition), and at the same time the expression of some guiding principles and The content has been adjusted;
- f) Added "organizational environment" (see 5.1) and "satisfaction evaluation of dispute resolution process" (see 8.3);
- g) The relationship between this document and GB/T 19010, GB/T 19012, and GB/T 19014 has been added (see Appendix B).

The translation method used in this document is equivalent to ISO 10003:2018 "Guidelines for the Resolution of External Disputes in Quality Management Customer Satisfaction Organizations".

0.1 General

This document is for the organization to effectively and efficiently plan, design, develop, implement, maintain and improve external products and services related to complaints.

Provide guidance on dispute resolution. Dispute resolution is a way of compensation when the complaint cannot be resolved within the organization. Most complaints can be

Successful resolution within the organization does not require further time-consuming and no more confrontational procedures.

Note 1. Organizations are encouraged to develop an effective and efficient internal complaint handling process in accordance with GB/T 19012.

There are various ways to resolve disputes and use different terms to describe them. These methods are coordination methods, recommended methods and adjudication methods (see

Appendix A). Each method can be used alone, or multiple methods can be used in sequence.

This document applies to.

- a) Design a dispute resolution process and determine under what circumstances to provide dispute resolution to the complainant;
- b) Select a dispute resolution process provider that can meet the specific needs and expectations of the organization (hereinafter referred to as "provider", see 3.9).

Note 2. The provider can be various forms of public and private sectors at home and abroad, including industry professional associations, government regulatory agencies and cross-industry associations.

The main application object of this document is organizations, but the dispute resolution process provider can also obtain guidance from it, and in its dispute resolution process

Use this guide too.

This document encourages organizations to plan, design, develop, implement, maintain and improve disputes based on customer satisfaction codes of conduct and internal complaint handling processes.

Discuss the resolution process and use it in conjunction with the organization's quality or other management systems.

This document can help individuals and organizations evaluate the effectiveness, efficiency, and fairness of an organization's dispute resolution process. Implementation of this document

Will be able to.

---Provide a flexible dispute resolution process. Compared with the judicial process, the process is less expensive, more convenient and faster, and is especially suitable for resolution

Resolve cross-border disputes;

---Help improve customer satisfaction and customer loyalty;

--- Provide benchmarks for individuals and organizations to evaluate the effectiveness, efficiency and fairness of the operation of the organization and the provider;

---Help potential dispute resolution users understand the conditions of use, costs and legal consequences;

---Improve the organization's ability to identify and eliminate the causes of disputes;

---Improve the organization's method of handling complaints and disputes;