

ICS 03.120.10
CCS A 00



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

GB/T 19024-2025

Replacing GB/T 19024-2008

**Quality management systems - Managing an organization for
quality results - Guidance for realizing financial and economic
benefits**

质量管理体系 面向质量结果的组织管理 实现财务和经济效益的指南

(English Translation)

Issued on: May 30, 2025

Implemented on: May 30, 2025

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

Table of Contents

- Preface
- Introduction
- 1 Scope
- 2 Normative references
- 3 Terms and Definitions
- 4 A top-down structured approach to achieving financial and economic benefits
 - 4.1 Overview
 - 4.2 Top-down structured approach
- Appendix A (Informative) Relationship between financial and economic benefits, relevant indicators and quality management principles
- Appendix B (Informative) Example of a structured approach to business performance improvement
 - B.1 Overview
 - B.2 General Examples
 - B.3 Small Business Examples
 - B.4 Service Industry Examples
- Appendix C (Informative) Self-Assessment Tool
 - C.1 Rating
 - C.2 Methods
- Appendix D (Informative) Application of Quality Management System Requirements
- References

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 for standardization documents" Drafting is required.

This document replaces GB/T 19024-2008 "Guidelines for achieving financial and economic benefits from quality management" and is consistent with GB/T 19024-Compared with 2008, in addition to structural adjustments and editorial changes, the main technical changes are as follows.

--The scope of application of the standard has been changed (see Chapter 1, Chapter 1 of the 2008 edition);

-- Added terms and definitions such as "indicator", "financial benefit" and "economic benefit" (see Chapter 3, Chapter 3 of the 2008 edition);

--Added a top-down structured approach to help top management identify and realize financial and economic benefits, and incorporated Changes in GB/T 19000-2016 regarding quality management principles, fundamentals and concepts (see Chapter 4).

This document is equivalent to ISO 10014:2021 "Quality management systems - Organizational management for quality results to achieve financial and economic benefits" A Guide to the Benefits of

Introduction

This document is one of the GB/T 19000 family of standards.

This document is intended for use by top management. This document can be used to support other management systems such as environment, occupational health and safety.

A structured approach to monitor and manage key business and quality management indicators, using validated metrics as indicators of business performance.

The seven quality management principles described in GB/T 19000-2016 and the quality management system of GB/T 19001-2016 are applied to this document can be used by organizations that have already implemented or have not yet implemented GB/T 19001-2016.

The seven quality management principles are.

- a) Customer focus;
- b) leadership;
- c) Active participation of all staff;
- d) process approach;
- e) improvement;
- f) evidence-based decision-making;
- g) Relationship management.

The full application of these principles within the organization is a strategic decision for top management.

Financial benefits are achieved through the implementation and application of cost-effective management system practices based on the seven quality management principles within the organization.

The resulting organizational and financial improvements are reflected in monetary terms.

Economic benefits are achieved in the following ways.

--Apply the seven quality management principles. These principles can effectively manage and achieve financial benefits, economic benefits and organizational goals Establish connections between them (see Appendix A).

--Use a structured Plan-Do-Check-Act (PDCA) continuous improvement cycle. This cycle can be based on the implementation process.

Use the data and information obtained through the law to determine an action plan.

--Apply the seven quality management principles in daily operational practices as follows.

I Effective resource management;

I Implement and monitor management system processes to improve the overall effectiveness and efficiency of the organization.

The financial, economic and organizational benefits of applying these principles include, but are not limited to.

- Increase net income;
- Improve budget execution;
- Reduce costs;
- Reduce business risks;
- Improve cash flow;
- Improve return on investment;
- Increase retained earnings;
- Enhance competitiveness (market share);
- Improve customer retention and loyalty;
- Optimize the use of available resources;
- Increase employee active participation;
- Improving intellectual capital;
- Make the process optimized, effective and efficient;
- Improve supply chain performance;
- Reduce unintended business outcomes.

Quality Management System - Organizational Management for Quality Results A guide to achieving financial and economic benefits

1 Scope

This document provides guidance on achieving financial and economic benefits through the use of a structured, top-down approach.

Apply the quality management principles and quality management systems described in the GB/T 19000 family of quality management system standards to.

- a) monitor and manage trends in key performance indicators;
- b) take corrective actions based on the monitored indicators.

This document is intended to provide guidance to top management of an organization.

This document is applicable to any organization, whether in the public, private or not-for-profit sectors, regardless of its business model, revenue, workforce, it does not matter the number of people, the diversity of products and services, the organizational culture, the complexity of the processes, the location or the volume.

This document supplements the performance improvement content of GB/T 19001-2016 and GB/T 19004-2020 and provides Examples of benefits that can be achieved with the concepts in these standards, and identification of relevant practical management approaches and tool.

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document.

For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to this document.

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

3 Terms and definitions

The terms and definitions defined in GB/T 19000-2016 and the following apply to this document.

Metric

A verifiable measure used to quantify or evaluate results.

Examples. Metrics, Performance Indicators, Key Performance Indicators.

Financial benefit