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

GB/T 20923-2025

Replacing GB/T 20923-2007

**Service indicators and evaluation methods for road freight
transport enterprises**

道路货物运输企业服务指标及评价方法

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1. Structure and Drafting Rules of Standardization Documents". Drafting. This document supersedes GB/T 20923-2007 "Evaluation Indicators for Road Freight Transport" and GB/T 20924-2007 "Road Freight Transport Services". "Service Quality Assessment". This document is based on GB/T 20923-2007 and integrates some content from GB/T 20924-2007. This document is consistent with... Compared with GB/T 20923-2007, apart from structural adjustments and editorial changes, the main technical changes are as follows:

- a) Added terms and definitions (see Chapter 3);
- b) Basic requirements have been added, integrating Chapters 4 to 9 of GB/T 20924-2007 (see Chapter 4);
- c) The sections "Fuel Consumption and Environmental Protection," "Handling and Loading Quality," and "Indicators of Poor Records" have been removed (see sections 3.4, 3.7, and 3.9 of the 2007 edition).
- d) The following parameters have been removed. "Container Turnover," "Load Capacity," "Waiting Time Rate," "Vehicle Newness Coefficient," "Maintenance Cost per Thousand Kilometers," and "Simplified Trusteeship Rate." "One-ticket transportation rate", "Distribution density of less-than-truckload (LTL) (express) outlets", "Distribution density of freight stations at level three and above", "Computer penetration rate", "Positive" "Transportation volume", "Positive transport rate", "Accurate transport volume", "Cargo discrepancy", "Cargo discrepancy rate", "Cargo discrepancy value", "Cargo damage volume", "Cargo damage rate", "Cargo damage value", "Cargo loss volume", "Cargo loss" "Destruction rate",

"Value of destroyed goods", "Number of missing goods", "Value of missing goods", "Number of major freight service quality incidents", "Handling and loading qualification rate" Evaluation of "Number of injuries in traffic accidents", "Number of injuries in traffic accidents", "Number of deaths in traffic accidents", "Number of deaths in traffic accidents", and "Freight compensation rate" Indicators (see 3.1.3, 3.3.5~3.3.8, 3.6.3, 3.6.4, 3.6.6, 3.6.7, 3.6.9, A.1.1~A.1.3 in the.2007 edition) A.1.5~A.1.14, A.1.16, A.2.4, A.3.1, A.4.3~A.4.6, A.4.8);

e) Added "Number of LTL (Express) Network Points", "Coverage Rate of Core Businesses in Information Systems", "Electronic Waybill Usage Rate", and "Satellite Positioning" "Installation rate of positioning devices", "Online rate of satellite positioning devices", "Installation rate of intelligent video surveillance alarm devices", "Intelligent video surveillance alarm device installation rate" Evaluation indicators include "online monitoring rate", "temperature and humidity monitoring equipment utilization rate", "total number of transport trips", "total tonnage utilization rate", and "number of transport violations". (See 5.1.7, 5.2.1, 5.2.3~5.2.8, 5.3.3, 5.4.4, 5.6.1);

f) Changed "Number of Vehicles", "Less-than-Truckload (Express) Route Density", "Network Connection Rate of Operating Outlets", "Total Profit", "Profit Margin", and "Vehicles". "Work completion rate", "On-time delivery rate", "Missing goods rate", "Customer satisfaction rate", "Customer complaint rate", "Order completion rate", "Traffic liability accidents" Evaluation indicators for "Number of Traffic Accidents," "Traffic Accident Rate," and "Traffic Accident Losses" (see 5.1.1, 5.1.6, 5.2.2, 5.3.5, 5.3.6). Versions 5.4.2, 5.5.1~5.5.4, 5.5.6, 5.6.2~5.6.4, and versions 3.1.4, 3.6.5, 3.6.8, 3.2.2, 3.2.3, and

3.3.2 of the.2007 edition. A.1.4, A.1.15, A.2.1, A.2.2, A.2.3, A.4.1, A.4.2, A.4.7);

g) The evaluation methodology has been changed (see Chapter 6, Chapter 4 of the.2007 edition, Appendix B). Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents. This document was proposed by the Ministry of Transport of the People's Republic of China. This document is under the jurisdiction of the National Technical Committee on Standardization of Road Transport (SAC/TC521). This document was drafted by: Highway Research Institute of the Ministry of Transport, Shandong Port Land & Sea International Logistics Group Co., Ltd., and Quzhou Haiyike. Technology Co., Ltd., Baotou Steel (Group) Tiejie Logistics Co., Ltd., Shenzhen Kaidongyuan Modern Logistics Co., Ltd., and China Southern Power Grid Interconnection Network Service Co., Ltd., and Chongqing Chang'an Minsheng Logistics Co., Ltd. The main drafters of this document are. Ye Jing, Li Sicong, Wang Wei, Tang Zhenggang, Yu Yanchun, Shi Qingjie, Niu Zhiqiang, Chen Yong, Cao Mengfei, Chen Peng, and Li Weihua. Jia Ruofan, Liu Yuan, Qin Xiao, Liu Yingjun, Wan Nianrong, Zhang Huina, Li Zhaoqiang, Xu Jun, Wang Jin, Zhao Yiyang, Cao Na, Xie Shiru, Liao Jiahua. The release history of this document and the document it replaces is as follows:

---First published in.2007 as GB/T 20923-2007 and GB/T 20924-2007;

---This is the first revision. Service Indicators and Evaluation Methods for Road Freight Transport Enterprises

1 Scope

GB/T 20923-2025 is the Chinese national standard covering measuring a haulier - the on-time collection and delivery, the loss and damage rate, the accuracy of documentation, the complaint handling and the safety record, and how those combine into a grade a shipper can compare. It replaces GB/T 20923-2007, under the Ministry of Transport, with the fleet maintenance standard GB/T 47416-2026. It was issued on 31 December 2025 and has been in force since 1 July 2026, replacing GB/T 20923-2007. The document is under the responsibility of the Ministry of Transport. This page is published from the official record of the 2025 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document specifies the basic requirements and service indicators for road freight transport enterprises and describes the evaluation methods. This document applies to the service evaluation of enterprises engaged in road freight transport.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB 1589 Limits for the overall dimensions, axle load and mass of automobiles, trailers and automobile combinations

GB/T 18344 Technical Specifications for Automobile Maintenance, Inspection and Diagnosis

GB/T 44510 Technical Requirements for Repair and Maintenance of New Energy Vehicles

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 Trucks, semi-trailer tractors, tractor trucks, trailers and truck trains used for commercial freight transport. [Source: GB/T 8226-2023, 7.2.1, with modifications]

3.2 electronic waybill In the logistics process, documents that store the original receipt and

dispatch information of goods in a certain format in a computer information system.

[Source: GB/T 18354-2021, 6.8]

4.1 Enterprises

4.1.1 It should possess the basic conditions required for road freight transport operations.

4.1.2 Facilities and equipment suitable for road freight transport operations should be available, and management information systems appropriate for the business should be established or used. system.

4.1.3 Enterprise management systems should be established, implemented, and continuously improved. These systems include, but are not limited to.

- a) Safety production management system;
- b) Personnel management and training system;
- c) Facility and equipment management system;
- d) Financial system;
- e) Document and record management system;