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

GB/T 22154-2008

**Requirements for the services of international freight
forwarders**

国际货运代理服务质量要求

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Foreword

This standard is proposed and managed by the People's Republic of China Ministry of Commerce. This standard was drafted. China International Freight Forwarders Association, China National Foreign Trade Transportation (Group) Corporation, China Shipping (Group) Total public Division, the China Steel Corporation, Jincheng Logistics (Group) Corporation, Zhejiang Double Horse International Freight Co. Ltd., Beijing Jiaotong University, China Steel international cargo Transport companies, the new Epica International Logistics Co., Ltd., Shanghai Bao-lin International Dangerous Goods Logistics Limited, Shenzhen joint aspect of international freight forwarders Ltd., Fujian GR International Freight Forwarders Limited. The main drafters of this standard. Lin Zhong, Wang Xifu, Chen Zheng, Feng Jianping, Yang, Liu Zhanfang Ding Shen Peng, Jiangnan Song, Xu Jiandong, Wang, Sun Lin. International Freight Forwarders quality of service requirements

1 Scope

China's national service quality requirements for international freight forwarders. It defines the quality requirements for international freight forwarding services and applies to the industry and to related businesses, serving also as a basis on which an enterprise regulates and manages itself. Where GB/T 22151 sets out how the work is done and GB/T 22153 sets the contractual terms, this standard states what the customer is entitled to expect and how that is measured. Service quality in forwarding is hard to observe from outside and easy to claim. The cargo either arrived or it did not, and by the time a customer can tell the difference the shipment is over; meanwhile the things that actually distinguish a good forwarder from a bad one happen invisibly and early - the booking confirmed against real space rather than optimism, the documents checked before they are lodged rather than after they are rejected, the discrepancy noticed at the origin rather than at the destination, the customer told about a delay before they ask. So the requirements are written around those points: the capability and qualification of the enterprise and its staff, the handling of

enquiries and quotations, the accuracy and timeliness of booking and documentation, the information given to the customer during the movement and the notification of exceptions, the handling of the goods and of special cargo, the settlement of accounts, and the response to complaints and claims. The measurable indicators - the rates of documentary error, of on-time performance, of complaint and of claim - are what turn the requirements into something an enterprise can be audited against. Issued on 2 July 2008 and in force since 1 December 2008.

This standard defines the quality requirements of the international freight forwarding services. This standard applies to the international freight forwarding industry and related industries and businesses, but also as a basis for enterprises to regulate and manage.

2 Normative references

The following documents contain provisions which, through reference in this standard and become the standard terms. For dated references, subsequent Amendments (not including errata content) or revisions do not apply to this standard, however, encourage the parties to the agreement are based on research Whether the latest versions of these documents. For undated reference documents, the latest versions apply to this standard.

GB/T 22152-2008 international freight forwarding business statistics guidelines

GB/T 22153-2008 International Freight Forwarders General Terms and Conditions

3 Terms and Definitions

The following terms and definitions apply to this standard.

3.1 Legally registered in China and by the industry department for the record (the record companies and business record) engaged in international freight forwarding, logistics, etc. Business enterprises and their branches. Hereinafter referred to as "corporate" or "freight forwarder."

3.2 International Federation of Freight Forwarders Association (hereinafter referred to as "FIATA") documents developed and recommended for use.

3.3 And enterprises signed contracts to receive services provided by the enterprise, according to the contract and the right to assume the obligations of legal or natural persons, or the combination With interested legal or natural persons, including, but not limited to the owner of the goods, the shipper, consignor, consignee or his agent.

3.4 Operator or agent of an independent status, to provide customers with the international transport of goods related to integrated logistics services, including but not Limited Lanhua, booking (including charter, charter flights, package board, cabin), shipping, loading, for a single, detachable document preparation, warehousing, distribution, transit, container Box; carriage of goods by sea, land cargo transport, air cargo transport, pipeline transport, river

transport of goods and related short-distance transport; international multimodal Transport, Cargo (including LCL), international railway transport, international express delivery; declaration, inspection, insurance; freight, fees and payment and settlement; States International exhibits, personal items and transit cargo transport agents; and packaging, handling, information and consulting services paid to collect remuneration paid services Economic activity.

3.5 Including freight, service charges, fees and related expenses.

3.6 Needed international multimodal transport, international multimodal transport operation to provide resources and support downstream businesses or other operations as freight forwarders