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

GB/T 24421.1-2023

**Guidelines for standardization of organizations in service
sector - Part 1: General**

服务业组织标准化工作指南 第1部分：总则

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Foreword

This document was issued on 17 March 2023 by the State Administration for Market Regulation; Standardization Administration of the PRC and takes effect on 17 March 2023.

It is a GB/T standard: recommended rather than compulsory, but it is the text a Chinese reviewer applies when assessing a submission.

1 Scope

GB/T 24421.1-2023 opens the GB/T 24421 series and frames how an organization in the service sector builds and runs standardization work of its own. Three clauses carry it: the basic principles such work follows, the content of the work, and the management of the work. The principles start from the organization's actual development needs and from improving service quality through the participation of the parties involved, rather than from a scheme lifted unchanged out of manufacturing. The work content opens with demand analysis, in which the organization examines, against its own development strategy, what its standardization actually has to deliver before anything is drafted. The management clause covers keeping that work running once the first documents exist. Terms build on GB/T 15624 and GB/T 19000, so the vocabulary lines up with the service quality and quality management language these businesses already use. What it addresses is a familiar failure: standards written to satisfy an audit, filed, and never applied, while what a customer receives at one branch differs from the next and nothing can be checked against a written requirement. Useful to service organizations setting up standardization work, and to the consultants, trade bodies and assessors who advise them.

This document establishes the basic principles for the standardization of organizations

in service sector; gives suggestions on the content and management of standardization of organizations in service sector.

This document applies to the standardization of organizations in service sector.

2 Normative references

The contents of the following documents, through normative references in this text, constitute indispensable provisions of this document. Among them, for dated references, only the edition corresponding to that date applies to this document. For undated references, the latest edition (including all amendments) applies to this document.

GB/T 15624 Guidelines for standardization of services

GB/T 19000 Quality management systems - Fundamentals and vocabulary

GB/T 24421.2 Guidelines for standardization of organizations in service sector - Part 2: Standard system construction

GB/T 24421.3 Guidelines for standardization of organizations in service sector - Part 3: Preparation of standards

GB/T 24421.4 Guidelines for standardization of organizations in service sector - Part 4: Standard actualization and appraise

GB/T 24421.5 Guidelines for standardization of organizations in service sector - Part 5: Improvement

3 Terms and definitions

The terms and definitions as defined in GB/T 15624 and GB/T 19000 and the following one apply to this document.

3.1

Organizations in service sector

An organization of service functions that consist of responsibilities, authorities and interrelationships in order to achieve the objectives of service activities.

4 Basic principles

In the process of carrying out standardization, organizations in service sector need to

consider how to continuously improve service quality through multi-party participation based on the actual needs of their own development. While meeting the needs and expectations of relevant parties, they shall pay attention to social welfare; carry out standardization in a targeted and planned manner; optimize and innovate. The specific principles are as follows:

- a) Reflect the characteristics of the industry; highlight regional characteristics; promote the healthy and orderly development of the industry;
- b) Standardize service behavior; improve service quality; meet the needs and expectations of service objects;
- c) Pay attention to factors such as safety, health, environmental resources, and social responsibility; protect the legitimate rights and interests of service objects and employees;
- d) Carry out work in a coordinated manner; implement unified management; focus on innovation and continuous improvement;
- e) Create a standardization atmosphere; improve standardization awareness; insist on full participation;
- f) Play a leading role; actively participate in domestic and international standardization activities.

5 Work content

5.1 Demand analysis

5.1.1 With the goal of realizing the development strategy of the organization, analysis shall be conducted from the following aspects (including but not limited to):

- a) The needs of the organization's interested parties;
- b) The current status of standardization in the organization and its development needs.

5.1.2 According to the results of demand analysis, determine the standardization objects; systematically plan the standardization work; formulate standardization plans; focus on the management of each link. And according to changes in the internal and external

environment, make timely adjustments and improvements.

5.2 Standard system construction

5.2.1 According to the demand analysis, organizations in service sector should construct a standard system that is targeted, complete, coordinated, and effective.

5.2.2 The standard system should be constructed according to the information given in GB/T 24421.2.

5.3 Preparation of standards

5.3.1 When there are no corresponding or applicable relevant standards, organizations in service sector may prepare their own standards based on actual needs. Those who meet the conditions can apply for the preparation of national standards, industry standards, local standards, and group standards.

5.3.2 When preparing standards, advanced technologies and concepts should be considered.

5.3.3 When preparing standards, it is necessary to consider coordination and matching with other relevant current domestic standards.

5.3.4 Organizations in service sector should timely review and revise the published and implemented standards of the organizations as necessary.

5.3.5 According to the information given in GB/T 24421.3, the selection of standardization objects and standard elements AND the preparation of content should be carried out.

5.4 Standard actualization and appraise

5.4.1 Standard actualization should aim at standardizing service behavior; improving service quality; meeting the needs and expectations of relevant parties; ensuring safety and protecting the environment.

5.4.2 According to the actual situation, effectively implement the national standards, industry standards, local standards, group standards and standards of the organization included in the standard system.

5.4.3 When implementing standards, a plan should be formulated, which at least