

ICS 03.080.01

CCS A00



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

GB/T 24421.2-2023

**Guidelines for standardization of organizations in service
sector - Part 2: Standard system construction**

服务业组织标准化工作指南 第2部分：标准体系构建

Issued on: March 17, 2023

Implemented on: March 17, 2023

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

Table of Contents

1 Scope	1
2 Normative references	1
3 Terms and Definitions	1
4 General principles	2
5 Standard System Construction Method	2
5.1 Requirements Analysis	2
5.2 Determine the standardization policy and goals	3
5.3 Preparation of standard system table	4
6 Standard Architecture and Content	6
6.1 Overall structure	6
6.2 General service standard system	6
6.3 Service provision standard system	8
6.4 Service Guarantee Standard System	9
6.5 Post standard system	11

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.

It is classified under ICS 03.080.01, Chinese classification A00.

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.

This document is the second part of GB/T 24421 "Guidelines for Standardization Work of Service Industry Organizations". GB/T 24421 has issued the following part.

- Part 1. General;
- Part 2. Standard system construction;
- Part 3. Standard preparation;

--- Part 4. Standard implementation and evaluation;

--- Part 5. Improvements.

This document replaces GB/T 24421.2-2009 "Guidelines for Standardization of Service Industry Organizations Part 2. Standard System", and

Compared with GB/T 24421.2-2009, except for structural adjustment and editorial changes, the main technical changes are as follows.

--- Changed the terms and their definitions (see 3.1~3.3, 3.1~3.3 of the.2009 edition), and added the term "job standard system" (see 3.4);

--- Changed the "General Requirements" and modified them according to the rules for writing the guidelines (see Chapter 4, 4.2 of the.2009 edition);

--- Added "standard system construction method" (see Chapter 5);

--- Changed the overall structure of the service industry organization standard system (see 6.1, 4.1 of the.2009 edition);

---Changed the service general basic standard architecture and related content (see 6.2, Chapter 5 of the.2009 edition);

--- Changed the service provision standard architecture and related content (see 6.3, Chapter 7 of the.2009 edition);

--- Changed the service assurance standard architecture and related content (see 6.4, Chapter 6 of the.2009 edition);

--- Added "job standard system" (see 6.5).

Please note that some contents of this document may refer to patents. The issuing agency of this document assumes no responsibility for identifying patents.

This document is proposed and managed by the National Service Standardization Technical Committee (SAC/TC264).

This document was drafted by. Beijing Institute of Standardization, Beijing Market Supervision Administration.

The main drafters of this document. Wang Ying, Yu Siyang, Liu Xuetao, Yao Ping, Tian Chuan, Quan Jinghua, Jiang Shunxiang.

The release status of previous versions of this document and the documents it replaces are as follows.

---First published as GB/T 24421.2-2009 in.2009;

--- This is the first revision.

Introduction

The standardization work of service industry organizations is that service industry organizations establish a satisfactory

To meet the organization's vision, mission, values and strategic needs of the standard system, formulate relevant standards, and through the operation of the standard system, the implementation of standards

It is a standardization activity for continuous improvement and improvement through application and evaluation. GB/T 24421 is proposed to consist of five parts.

--- Part 1. General. The purpose is to provide guidance for the standardization work of service industry organizations.

--- Part 2. Construction of the standard system. The purpose is to provide guidance for the establishment of the standard system of service industry organizations.

--- Part 3. Standard preparation. The purpose is to provide guidance for the establishment of standards for service industry organizations.

--- Part 4. Standard implementation and evaluation. The purpose is to provide guidance for the implementation and evaluation of service industry organization standards.

--- Part 5. Improvement. The purpose is to provide guidance for the improvement of the standardization work of service industry organizations.

Adopting the standard system of service industry organizations for management is a strategic decision of service industry organizations, and the construction and effective operation are in line with their own characteristics,

A coordinated, scientific and reasonable standard system is conducive to ensuring service quality, meeting customer needs, and enhancing the recognition of service industry organizations by all relevant parties.

At the same time, improve economic and social benefits, and promote the sustainable and high-quality development of service industry organizations.

In addition, the management technology tools imported by service industry organizations are diverse. How to effectively integrate various tools to form a synergy is a key issue for service industry organizations.

Problems that need to be solved urgently in the process of operation and management. The standard system is a scientific organic whole formed by standards within a certain range according to their internal relations.

The standard system of service industry organizations integrates the PDCA cycle, SDCA cycle, and thinking based on compliance, quality, and risk into the standard system,

providing

Class management technical tools provide a scientific, systematic, standardized and effective technical platform in document integration.

Note. The PDCA cycle and the SDCA cycle are two major scientific work procedures, and the PDCA cycle refers to planning (Plan), implementation (Do), inspection (Check) and processing

(Act), SDCA cycle refers to standardization (Standardize), implementation (Do), inspection (Check), disposal (Act). The two big cycles are not only applicable to the service industry

The overall process control of the organization is also applicable to the process control of any service, management, work, task.

Guidelines for standardization work of service industry organizations

Part 2. Standard System Construction

1 Scope

GB/T 24421.2-2023 covers how a service organization builds its standard system, the ordered body of internal standards it runs on. It gives the general principles, then a construction method that runs from requirements analysis through settling the standardization policy and goals to preparing the standard system table, and then the architecture and content of the system itself: the overall structure and the general service, service provision, service guarantee and post subsystems. Service work is carried out by people, in front of the customer, with no production line to hold it steady, so quality drifts between branches and shifts and nothing written down explains what was supposed to happen. A standard system is the answer to that, and it fails in a predictable way when standards are written one at a time as problems appear: gaps and duplicates accumulate, two documents contradict each other, and nobody can say whether the set is complete. Starting from a requirements analysis and laying the result out as a system table is what makes completeness visible. Part 2 of GB/T 24421, a series proposed in five parts, with its terms taken from Part 1. Aimed at the standardization staff of service companies and at the consultants and assessors who review what they produce.

This document provides suggestions on the principles and methods for the construction of the standard system of service industry organizations, and provides relevant information on the structure and content of the standard system.

information.

This document is applicable to the planning, design, preparation and maintenance of the standard system of service industry organizations.