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

GB/T 24421.3-2023

**Guidelines for standardization of organizations in service
sector - Part 3: Preparation of standards**

服务业组织标准化工作指南 第3部分：标准编制

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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.

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 part 3 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 24421.3-2009 "Guidelines for Standardization Work of Service Industry Organizations Part 3. Standard Writing", and

Compared with GB/T 24421.3-2009, except for structural adjustment and editorial changes, the main technical changes are as follows.

--- Added the chapter "Requirements Analysis" (see Chapter 4);

--- Factors to be considered when writing "standard name" and "scope" are added (see 5.2.1, 5.3.1);

--- Changed the standard core technical element "writing of service requirements" (see 5.3.2, Chapter 5 of the 2009 edition), and changed the "service specification"

For "service quality" (see 5.3.2.1, 5.1 of the 2009 edition), adjust "service provision specification" and "personnel qualification" to "service process"

"Service personnel and positions" (see 5.3.2.2, 5.3.2.3, 5.2, 5.3 of the 2009 edition);

--- Added factors to be considered when writing "service evaluation and improvement" (see 5.3.2.8);

--- Added the chapter "Soliciting opinions" (see Chapter 6);

--- Added the chapter "Technical Review" (see Chapter 7);

--- Increased "Review" chapter (see Chapter 8).

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).

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

--- First published as GB/T 24421.3-2009 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. Improvements. The purpose is to provide guidance for the improvement of the standardization work of service industry organizations.

One of the standardization work of service industry organizations is to prepare high-quality standardization documents. This revision to GB/T 24421.3 focuses on

This paper considers each stage of the standard preparation process of service industry organizations, and gives the stages of standard requirement analysis, drafting, soliciting opinions, technical review and review.

The factors that need to be considered in the paragraph, the factors that need to be considered in the preparation of each element of the service standard are given in the drafting, while other function type standards can be based on

Drafting of relevant parts of GB/T 20001 (all parts). Make standards development work for service industry organizations by providing advice on the standards development process

Evidence-based, improve the quality and application efficiency of standardized documents, guarantee the quality of services provided, and enhance the recognition of service industry organizations by relevant parties.

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

Guidelines for standardization work of service industry organizations

Part 3. Standardization

1 Scope

GB/T 24421.3-2023 covers how a service organization writes its own standards, following the stages in the order a drafting group meets them: demand analysis, drafting, soliciting comments, technical review and final review. Demand analysis starts from the standard system set out in GB/T 24421.2 and asks that the drafting plan fit the organization's actual service items and work needs, take stock of the standards already in place, and account for the current service level and market conditions, with the analysis aimed at the particular category of standard being written. The drafting clause is divided into general principles, the name and structure of the standard, and the compilation of its elements; an informative annex works through an example of how a service requirement is written. Terms come from GB/T 20001.1 and GB/T 24421.1. Service work resists standardization because what is delivered is a behaviour rather than a part, and an in-house standard drafted without the demand step tends to record what staff already do instead of what the customer was promised. Part 3 of the GB/T 24421 series, written for the quality and standardization staff building an organization's standard system.

This document provides guidance and suggestions for the preparation of standards for service industry organizations, and provides guidelines for standard requirements analysis, drafting, soliciting opinions, and technical review.

Factors to be considered at each stage of standard preparation such as inspection and review.

This document applies to the preparation of standards for service industry organizations.

2 Normative references

The contents of the following documents constitute the essential provisions of this document through normative references in the text. Among them, dated references

For documents, only the version corresponding to the date is applicable to this document; for undated reference documents, the latest version (including all amendments) is applicable to

this document.

GB/T 1.1 Guidelines for standardization work Part 1. Structure and drafting rules for standardization documents

GB/T 20001 (all parts) standard writing rules

Drafting of specific content in GB/T 20002 (all parts)

GB/T 24421.1 Guidelines for standardization work of service industry organizations Part 1.