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

GB/T 24421.5-2023

**Guidelines for standardization of organizations in service
sector - Part 5: Improvement**

服务业组织标准化工作指南 第5部分：改进

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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 5 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.

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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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 standardization work of service industry organizations.

This document combines the standardization management practice of service industry organizations, aims at the universal problems existing in the operation of the standard system, and provides guidance on the implementation of service industry organizations.

It is helpful to guide service industry organizations to continuously improve standardization management performance, improve economic benefits and social

It will benefit and promote the high-quality development of the service industry.

Guidelines for standardization work of service industry organizations

Part 5. Improvements

1 Scope

GB/T 24421.5-2023 deals with the improvement of a service organisation's own standardization work - the stage that comes after a standards system has been built and put to use. Clause 4 sets the basic principles, beginning with active identification: the organisation is expected to look for improvement items against its service satisfaction goal rather than wait for complaints, and to respond quickly once one is found. Clause 5 covers the management of the resources improvement needs, Clause 6 the improvement activities themselves, and Clause 7 the procedure that carries them out, so that a change to a standard is proposed, assessed, approved and fed back rather than made informally at a counter. There are no normative references; the guidance stands on its own. A standards system in a service business decays faster than one in a factory, because the service changes underneath it: procedures written for a shop are applied to an app, staff work around the text instead of revising it, and the manual slowly stops describing what anyone actually does. Improvement is the part of the cycle that is dropped first and is hardest to restart. Part 5 of the GB/T 24421 series, for service organisations running a documented standards system and for the people who audit one.

This document establishes the basic principles for the improvement of standardization work in service industry organizations, and provides guidance on improving resource management, improvement activities and improvement

Procedural recommendations.

This document applies to the improvement of standardization work of service industry organizations.

Note. In the absence of confusion, "service industry organization" in this document is referred to as "organization".

2 Normative references

This document has no normative references.

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1

improve

Activities to improve standardization management performance.

Note 1 to entry. Activities can be recurring or one-off.

Note 2. Performance involves the results of various aspects such as service, service

process, standard system, and organizational management.

3.2

continuous improvement

A cyclical improvement activity that promotes continuous performance improvement in service industry organizations.

3.3

correct correction

Actions taken to eliminate nonconformities that have occurred.

3.4

corrective action corrective action

The action taken to eliminate the cause of the nonconformity.

4 Basic principles

4.1 Active identification

Based on the overall goal of improving service satisfaction, the organization should proactively identify improvement items, seek opportunities for improvement and promotion, and keep making sense of opportunities.

Quick response.

4.2 Problem Orientation

Organizations should analyze the key factors that affect the operation performance of the standard system and the logical relationship between them.