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

GB/T 25341.3-2024

**Quality of railway passenger transport service - Part 3: Service
evaluation**

铁路旅客运输服务质量 第3部分：服务评价

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Foreword

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 is required. This document is Part 3 of GB/T 25341 "Quality of Railway Passenger Transport Services". GB/T 25341 has been published for the following part. --Part

1 Scope

China's national standard for evaluating the quality of railway passenger transport service. It is Part 3 of GB/T 25341 and specifies the evaluation indicators, the data collection, the calculation and the grading by which service quality is assessed. This is the part that closes the loop, and it is the hardest of the three. Part 1 names the elements and Part 2 states the requirements; neither is worth anything unless it can be determined whether the requirements were met, and service quality resists measurement in a way that a physical property does not. The standard handles that by combining two kinds of evidence and keeping them distinct. The objective indicators are the things the railway records anyway or can record: punctuality, ticketing success and waiting times, cleanliness inspections, the availability of facilities, the response time to enquiries and complaints, and the incidence of specific failures. They are precise, they are comparable between operators and over time, and they miss most of what a passenger notices. The subjective indicators come from the passengers themselves, through surveys whose sampling, question design and administration the standard has to specify - because a badly designed satisfaction survey produces a number that moves with the survey rather than with the service, and an operator evaluating itself has an interest in exactly that. So the standard fixes the indicator set and the definition of each, the data sources and the collection method, the sampling and the survey design, the weighting between indicators and between the objective and subjective sides, the calculation of the composite score, and the grading. Issued on 23

August 2024 and in force since 1 December 2024.

This document specifies the evaluation requirements, evaluation process, evaluation content, evaluation methods and evaluation report for railway passenger transport service quality. This document applies to the evaluation of railway passenger transport service quality by railway regulatory authorities, railway transport enterprises and third-party evaluation agencies.

2 Service Process; --Part

3.Service Evaluation. Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents. This document is proposed and coordinated by the National Railway Administration. This document was drafted by: China National Institute of Standardization, National Railway Administration, China State Railway Group Co., Ltd., China Railway Science Research Institute China Railway Harbin Bureau Group Co., Ltd., China Railway Beijing Bureau Group Co., Ltd., China Railway Xi'an Bureau Group Co., Ltd., China Railway Shanghai Bureau Group Co., Ltd., China Railway Guangzhou Bureau Group Co., Ltd., China Railway Nanning Bureau Group Co., Ltd. Co., Ltd., Market Monitoring and Evaluation Center of National Railway Administration, and China University of Metrology. The main drafters of this document are. Chen Ziding, Zheng Juaner, Zheng Duo, Cao Lili, Dai Zhixi, Zhang Xiaodong, Ma Zhijun, Ma Hansong, Wen Weihe, Lu Xixi, Yin Panpan, Zhao Yi.

Railways are the main artery of the national economy, key infrastructure and major livelihood projects. They are the backbone and main transportation of the comprehensive transportation system. As people's living standards improve, passengers' demand for transportation services increases. The requirements for service quality are becoming increasingly higher. Standardization is an important means to ensure and improve service quality. GB/T 25341 aims to establish The basic principles for passenger transport service quality consist of three parts. -- Part

1.General Principles. The purpose is to clarify the basic requirements, service management, service contracts, service processes, and other aspects of railway passenger transport services. The overall content of the process, service communication, service evaluation and improvement is the core standard of GB/T 25341. -- Part

2.Service Process. The purpose is to clarify the service environment, facilities and equipment, service environment and other aspects of railway passenger transport services. It defines the contents and requirements of energy conservation, emergency and remedial services and is a supporting standard for GB/T 25341.1. -- Part

3.Service Evaluation. The purpose is to clarify the evaluation requirements, evaluation process, evaluation content and evaluation criteria of railway passenger transport service quality. The content, evaluation methods and evaluation reports are the refinement of the

service evaluation part of GB/T 25341.1. Railway passenger transport service quality Part

3 Terms and definitions

The terms and definitions defined in GB/T 13317 and GB/T 25341.1 and the following apply to this document.

3.1 evaluation of the quality of passenger transport service Evaluate the quality of railway passenger transport services and analyze the results.

3.2 evaluation subject Organizer of railway passenger transport service quality evaluation work.

3.3 evaluation organization The implementing agency for railway passenger transport service quality evaluation.

3.4 evaluation object The object of passenger transport service quality evaluation (3.1).

Note. This refers to the unit of railway passenger transport service work.

3.5 evaluation of the whole industry Carry out passenger transport service quality evaluation for all railway passenger transport enterprises in the industry (3.1).