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**Conformity assessment - Guidelines and examples of a
certification scheme for services**

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard uses the translation method equivalent to ISO /IEC TR17028..2017 "Guidelines and Examples for Conformity Assessment Service Certification Schemes."

The Chinese documents that have a consistent correspondence with the international documents referenced normatively in this standard are as follows.

--- GB/T 27000-2006 Conformity Assessment Vocabulary and General Principles (ISO /IEC 17000..2004, IDT);

--- GB/T 27065-2015 Requirements for conformity assessment products, processes and service certification bodies (ISO /IEC 17065..2012, IDT);

--- GB/T 27067-2017 Conformity Assessment Product Certification Basis and Product Certification Scheme Guide (ISO /IEC 17067..2013, IDT).

This standard was proposed and managed by the National Certification and Accreditation Standardization Technical Committee (SAC/TC261).

This standard was drafted. China Certification and Accreditation Association, China Classification Society Quality Certification Company, Shanghai Beiheng Testing Technology Co., Ltd., China

National Certification and Accreditation Supervision and Administration Commission, China Unicom (Beijing) Certification Co., Ltd., Guangzhou Saibao Certification Center Service Co., Ltd., Tianjin

Huacheng Certification Co., Ltd., Beijing Zhongjing Kehuan Quality Certification Co., Ltd., Winning Bid Huaxin (Beijing) Certification Center Co., Ltd., China Metrology University

Xue, Beijing Saixi Certification Co., Ltd., Fangyuan Logo Certification Group Co., Ltd.,
Beijing Zhongjin Guosheng Certification Co., Ltd., China Quality Certification
Certification Center, China National Institute of Standardization, Anji Car Leasing Co., Ltd.

Introduction

"Product certification" covers not only tangible products, but also services and processes in the traditional concept. With service in all economic activities

In terms of increasing importance, the current view is that there is a significant difference between services and tangible products, and in developing requirements (such as the development of international standards) and

Conformity assessment of services based on these requirements requires a different approach than conformity assessment of tangible products.

The main differences between services and products are.

- Services are usually intangible;
- Service occurs at the interface between service providers and customers;
- Each service behavior is transient, although it may be repeated multiple times;
- The provision and consumption of services often occur simultaneously;
- Whether the service is successful is related to customer interaction.

Although the 6th type of scheme identified in ISO /IEC 17067 identifies services, the standard does not

The process provides enough information. This standard is intended to help users develop and implement service certification programs.

The scope and frequency of conformity assessment activities need to match the likelihood that specific services will fail to meet specific requirements and the consequences of their failure.

Factors such as market characteristics, service nature, and service delivery methods are taken into consideration.

The key stakeholders most affected by the rules, procedures and management of the certification scheme include.

- scheme owner;
- certification body;
- provided service providers;

--- Customers and services of certified services and entities.

Note. If a certification body develops and implements its own scheme, the certification body is the owner of the scheme.

Other stakeholders include, but are not limited to.

---Regulatory Authority;

--- the designer and purchaser of the certified service;

--- Conformity assessment agencies involved in the service certification process (such as inspection agencies and management system audit agencies);

--- accredited bodies and peer review groups;

--- Organizations that promote mutual recognition of the certification results of holders of different certification schemes.

This document is informative and is accompanied by a guide with examples that show how to use the guide.

Other methods can also be adopted after the stakeholders have negotiated.

Appendix A gives examples of existing service certification schemes.

Guidelines and examples of conformity assessment service certification schemes

1 Scope

This document provides guidelines and principles for service certification schemes.

Note 1. In the context of this document, the evaluation of a management system as part of a service certification cannot constitute a certification of the management system.

Note 2. This document is not intended to limit in any way the decision of program owners to develop and run their own programs.

2 Normative references

The following documents are essential for the application of this document. For dated references, only the dated version applies to this article

Pieces. For undated references, the latest version (including all amendments) applies to this document.

ISO /IEC 17000..2004 Conformity Assessment Vocabulary and General Principles
generalprinciples)

ISO /IEC 17065..2012 Conformity Assessment Requirements for Conformity Assessment

Products, Processes and Services (Conformityassessment-Re-
quirementsforbodiescertifyingproducts, processesandservices)

ISO /IEC 17067..2013 Conformity Assessment Product Certification Basis and Product
Certification Scheme Guide (Conformityassessment-
Fundamentals of product certification and guidelines for product certification schemes)

3 terms and definitions

The terms and definitions defined in ISO /IEC 17000, ISO /IEC 17067, and ISO /IEC 17065, as well as the following terms, apply to this document.

The ISO and IEC standardized terminology database addresses are as follows.

3.1

Service

At least one activity must be the output of a service provider between the service provider and the customer.

Note 1. Generally, the main elements of services are intangible.

Note 2 to entry. Generally, services include activities in contact with customers. In addition to determining customer requirements to provide services, services may also include establishing ongoing relationships with customers

Department, such as. services provided by banks, accounting firms, or public organizations (such as schools or hospitals).

Note 3. The provision of services may involve, for example.

--- Activities performed on tangible products provided by customers (such as cars in need of repair).

--- Activities performed on intangible products provided by customers (such as the income statement required to prepare tax returns).

--- Delivery of intangible products (such as the provision of information on knowledge transfer).

--- Create atmosphere for customers (such as in hotels and restaurants).

Note 4. Generally, service is experienced by customers.

[Source. ISO 9000..2015, rewritten from 3.7.7; in the definition, "organization" is replaced by "service provider" in two places, "Bank,

"Accounting firms, or public organizations (such as schools or hospitals), etc." are modified