

ICS 03.080.01
CCS A 12



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

GB/T 28227.6-2011

**Guidelines for the implementation of quality management
system of cultural service -- Part 6: Cinema
(English Translation)**

Issued on: December 30, 2011

Implemented on: May 1, 2012

Issued by: Standardization Administration of China

Table of Contents

Introduction	
Introduction	
1 Scope	
2 Normative references	
3 Terms and definitions	
4 Cinema Service Quality Management System	
4.1 General Requirements	
4.2 Documentation requirements	
5 Cinema server management responsibilities	
5.1 Cinema Service Management Commitment	
5.2 Customer focus	
5.3 Quality of Service policy Cinema	
5.4 Planning	
5.5 Responsibility, authority and communication	
3 5.6 Management Review	
6 Cinema Services Explorer	
6.1 Provision of resources	
6.2 Human Resources	
6.3 Infrastructure	
6.4 Theater environment	
6.5 Theater Security	
5 7 Cinema realization services	
7.1 Theater service implementation plan	
7.2 Customer-related processes	
Design and development 7.3 cinema service process control	
7.4 Purchasing	
7.5 Theater services	
8 7.6 Control of monitoring and measuring devices	
Measuring 8 cinema services, analysis and improvement	
8.1 General	
8.2 Monitoring and measuring	
10 8.3 Control nonconforming	

8.4 Data Analysis

8.5 Improvement

Reference

Foreword

GB/T 28227 "Cultural Service Quality Management System Implementation Guide" is divided into seven parts.

- Part 1. General;
- Part 2. Indoor Museums;
- Part 3. Outdoor museum;
- Part 4. audio and video products wholesale, retail and rental;
- Part 5. audiovisual and electronic publications replication;
- Part 6. Cinema;
- Part 7. theater.

This section GB/T Part of 628,227.

This part of the service by the National Standardization Technical Committee (SAC/TC264) and focal points.

This section drafted by. China National Institute of Standardization, China Social Cultural Development Foundation, China Certification and Accreditation Association, China Conformity Assessment National Accreditation Center, Quality Mark Certification Group Co., Ltd., the Association for Quality Assurance Center, Beijing Film Film Co., Ltd.

Introduction

With the development of China's cultural services, establish, implement, maintain and improve the cultural quality of service management system and carry out cultural quality of service pipe Management work, safeguard the legitimate rights and interests of consumers and operators, increasingly important. In principle, based on consistency, GB/T 28227 using the GB/T 19001 construction, cultural services establishment of service quality management system, implementation of quality management, a general requirement. Electricity Film industry is an important part of cultural services, this part of GB/T 28227 for Cinema establishing, implementing, maintaining and improving the quality of services Management system and carry out theater-quality service management, improve service quality theater guiding role. All kinds of theater according to their own service Range, features, application content specified in this section, in order to continuously improve

service quality management system, improve service quality and meet customer needs.

Cultural Service Quality Management System Implementation Guide Part 6. Theater

1 Scope

This section GB/T 28227 gives theater guide implementation of quality management system, quality of service to the theater management system, management Responsibility, resource management, and measuring cinema services, Analysis and Improvement forth requirements.

This section applies to the professional or independent cinema and independent film screenings fixed place. Open-air cinema may be implemented by reference.

2 Normative references

The following documents for the application of this document is essential. For dated references, only the dated version suitable for use herein Member. For undated references, the latest edition (including any amendments) applies to this document.

GB/T 19000 Quality management systems Fundamentals and vocabulary GB/T 19001 Quality Management System Requirements

3 Terms and Definitions

GB/T 19000 and established in the following terms and definitions apply to this part of the GB/T 28227 of.

Theater cinema

Film screenings premises established by law.

Cinema Service servicesincinema Film screenings and directly related services and support services.

Note 1: Direct-related services, such as film screenings, theater environment management, video content profiles, lead seat, Sale (return) tickets.

Note 2: supporting services, such as food retail, sell books, cultural and recreational services, clothing store and so on.

4.1 General requirements

Cinema when you press GB/T 19001 establish service quality management system shall be documented in accordance with the provisions of this section, implement and Paul Hold, and continually improve its effectiveness. include.

a) the process of identifying cinema services, to determine the sequence and interaction of

these processes, and to determine the service process;

- b) determining the required criteria, procedures and methods to ensure the effective operation and control of these processes;
- c) ensure that the necessary resources and information to support the operation of the service quality management process and its monitoring and measurement;
- d) according to the service characteristics, to implement the necessary measures to achieve the results of the planning process Cinema service, and these processes continue Improve.

When creating theater service quality management system, it should affect the quality of the identification process outsourcing services, and any process for the selected outsourcing, Theater shall ensure to manage and supervise.