

ICS 03.080.01

CCS A 12



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

GB/T 28227.7-2011

**Guidelines for the implementation of quality management
system of cultural service -- Part 7: Theatre**

文化服务质量管理体系实施指南 第7部分：剧院

(English Translation)

Issued on: December 30, 2011

Implemented on: May 1, 2012

Issued by: Standardization Administration of China

Table of Contents

Introduction	
1 Scope	
2 Normative references	
3 Terms and definitions	
4 Quality Management System	
5 Management responsibility	
6 Resource Management	
Realization services	7
8 Measurement, analysis and improvement	
References	

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 sales and leasing;
- Part 5. audiovisual and electronic publications replication;
- Part 6. Cinema;
- Part 7. theater.

This section GB/T Part of 728,227.

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

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., Association for Quality Assurance Center, Century Theatre, Poly.

1 Scope

This section GB/T 28227 gives theater guide service quality management system implementation, the overall quality of service to the theater management system Requirements and documentation requirements, management responsibility, resource management, service implementation and theater measurement, analysis and improvement made provision.

This section applies to professional theater and independent or relatively independent fixed venues.

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 19001 quality management system requirements (ISO 9001:2008, IDT) GB/T 28227.1 Culture Service Quality Management System Implementation Guide - Part 1. General

3 Terms and Definitions

GB/T 28227.1 defined in the following terms and definitions apply GB/T 28227 in this section.

Theater

Provide performance theater, dance, music, opera and other places.

Theater services servicesintheater Theatre and directly related services and support services.

Note 1: Direct-related services, such as performance, theater sanitation management, performance advertising, playbill distribution, stage management, lead holder, sold separately (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

Theatre in press GB/T 19001-2008 establish service quality management system shall be documented in accordance with the provisions of this section, to be implemented and to maintain and continually improve its effectiveness. include.

a) the process of identifying Theater 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) to secure the necessary resources and information to support operation of the 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 theater service planning process, and these processes continue Improve.

If you choose to outsource the theater process affect the quality of service should ensure that these processes are controlled so that it meets the requirements. As will be Food business outsourced to others, the need to verify their business licenses, health permits, health certificates and other staff in contact with food, and food hygiene situation