ICS 03.060
CCS A 11

NATIONAL STANDARD OF THE

PEOPLE'S REPUBLIC OF CHINA

GB/T 32318-2015

Criteria for the service evaluation of bank branches

银行营业网点服务评价准则

Issued on: December 28, 2015 **Implemented on: June 1, 2016**

Issued by: General Administration of Quality Supervision, Inspection and Quarantine;
Standardization Administration of the PRC

Table of Contents

Foreword

This standard was drafted in accordance with GB/T 1.1-2009 given rules. The standard proposed by the People's Bank of China. This standard by the National Standardization Technical Committee on Finance (SAC/TC180) centralized. This standard drafting units. China National Institute of Standardization, China Financial Computerization Corporation, Industrial and Commercial Bank of China, Agricultural Bank of China, China Construction Let Bank, Bank of China, the rich Yunnan banks, rural credit cooperatives in Guangdong Province, Prudential Bank, Beijing Bank, China Merchants Bank, Bank of East Asia, China Jin Guosheng recognize Accreditation Centre, the China Banking Association, the China Consumer Association. The main drafters of this standard. Zeng Yi, Lushu Chun, Wu Xiangyang, Chen Wenxiong, Cao Lili, Yang Qian, Zhengchu Lin, Zhao Zhilan, Hao Bin, Zhang laughed Pro, Chen Hong, Sun Chunguo, Chen Hua, Chen, Li Linyi, Cozumel, Zheng Xuefei, Yang Min, Jiang Wei, Wu Zengzhong, Liang Jianyu, Li Xin, Guo Runxia, \u200b\u200bWang Dongsheng, Wan Jun, Zhang times, Di, Chen Jing, Jiao Jiao, Xin Yongquan, Chen Yuan, the Chen Jian, Li Han, Hou Fei, Yang Shuo, Zhang Yuchen. Bank service outlets evaluation criteria Business

1 Scope

China's national criteria for evaluating the service of bank branches. It specifies the content of the evaluation, the principles governing it, the evaluation methods, the evaluation process and the indicator system, and it applies to the service evaluation of bank branches. It is the companion to GB/T 32320, which sets the basic service requirements a branch must meet: that document says what a branch has to do, and this one says how the doing of it is assessed. The pairing matters because a service requirement without an assessment method is a statement of intent, and an assessment without agreed requirements is an opinion. Its four evaluation principles are stated plainly and each addresses a specific way in which such assessments go wrong. Openness requires the criteria, the process and the results all to be public, which is what prevents an evaluation from being an internal exercise whose conclusions were available in advance. Systematic coverage requires the assessment to take in the hardware, the software, the service itself, the processes and the outcome together, rather than measuring whichever of them is easiest. Fairness requires objectivity and impartiality and, specifically, that the same aspect assessed at different branches is assessed against the same standard. And minimal impact requires the evaluation to avoid disturbing the normal business of the branch - which is both a courtesy and a methodological necessity, since an evaluation that changes how a branch operates while it is being watched has measured something other than the branch. The evaluation content covers safety first, including the personal and property security and the privacy of the customer. Issued on 28 December 2015 and in force since 1 June 2016.

This standard specifies the contents of bank branches, service evaluation principles, evaluation content, evaluation methods, evaluation process, evaluation index system. This standard applies to bank branches service evaluation.

2 Evaluation principles

Evaluation of bank branches and services shall comply with the following principles.

--- Openness. Evaluation service bank branches to do the standard open, public process, the results public;

--- Systemic. Responding to bank branches evaluation software, hardware, services, processes and services and other factors result of a comprehensive, systematic Evaluation;

--- Equity. Evaluation should uphold the principles of objectivity, impartiality, and the same elements of the various aspects to be evaluated using the same evaluation standard;

--- Minimal impact. the evaluation process should try to avoid affecting normal business outlets.

3 Evaluation Content

Bank branches and services should primarily focus on the following aspects of the evaluation carried out.

--- Safety. should provide customers with the necessary personal and property security and privacy. By strict security measures, strict confidentiality Constraints, strict operating procedures and compliance information release, to achieve customer personal safety and property security, privacy, security and information known Effective protection of the interests of the situation.

--- Functionality. diversified financial services should strive to meet the needs of customers. Through extensive business coverage, extensive product features, and more Element service channels and effective means of operation and maintenance, to solve customer needs to provide the maximum possible.

--- Normative. customers should experience the same standardized services. By law compliance management, strict rules and norms, Uniform processes, improve the supervision mechanism, to provide customers with high-quality financial services.

--- Convenience. Pratt & Whitney should provide our clients with convenient financial services. Network layout reasonable, adequate allocation of resources, they Lee's service facilities and improve the mechanism of the process, to provide customers with easy to use, effective and efficient financial services to the Czech Republic.

--- Comfort. should strive to provide personalized financial services to experience the comfort of customers. It should be adopted to strengthen environmental management, improve facilities cloth Put, strengthen active service and attention to special groups, for customers to create a warm and harmonious, friendly service and comfortable atmosphere.

4 Evaluation methods

Evaluation service bank branches into independent and external evaluations by banks on their own organization or with its direct third parties to open Evaluation exhibition for independent evaluation, in addition to the evaluation carried out by other evaluation subjects for external evaluation. Bank branches and services aimed at the evaluation by the network service quality evaluation, and to provide guidance for the network service improvements Recommendations to promote the network to improve the level of financial services.