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Quality management in e-commerce - Terminology

电子商务质量管理 术语

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Foreword

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

This standard by the National Standardization Technical Quality Management e-commerce (SAC/TC563) and focal point.

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E-commerce quality management terminology

1 Scope

This standard defines the e-commerce quality management related terms and definitions.

This standard applies to the field of e-commerce quality management.

2.1 e-commerce foundation

2.1.1 E-commerce e-commerce

Business activities for trading products and services through information networks.

Remark GB/T 32873-2016, Definition 3.1.

2.1.2 E-commerce platform E-commerceplatform

In the e-commerce (2.1.1) for the parties to the transaction or multiple parties to provide web space, virtual premises, trading and transaction matching, information hair

Cloth, payment of funds and some or all of the service information network system.

Examples. Third-party e-commerce platform (2.1.2), self-service e-commerce platform (2.1.2).

2.1.3 Cross-border e-commerce cross-borderE-commerce

Import and export of e-commerce through e-commerce platform (2.1.2) (2.1.1).

2.1.4 Mobile e-commerce mobileE-commerce

E-commerce through wireless terminals (2.1.1).

Note: There are many forms of wireless terminals, such as cell phones, PDAs, etc.

2.1.5 E-commerce transaction body E-commerceetradingsubject

Participate in e-commerce (2.1.1) parties.

Note Including e-commerce platform (2.1.2) providers, merchants (2.1.8), customers (2.1.14), e-commerce distribution service providers and electronics in e-

Business payment service providers.

2.1.6 E-commerce transaction object E-commerce trading object

Products and services traded in e-commerce (2.1.1).

2.1.7 E-commerce service provider

In the e-commerce platform (2.1.2), organizations or individuals that provide products and services to customers (2.1.14).

Note Including merchants (2.1.8), delivery service providers and payment service providers.