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

GB/T 37538-2019

**Specification for the online monitoring of e-commerce
transaction commodities**

电子商务交易产品质量网上监测规范

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009. This standard is proposed and managed by the National Electronic Business Standardization Technical Committee (SAC/TC83). This standard was drafted. Hangzhou Standardization Research Institute, China Metrology University, Hangzhou National E-Commerce Trading Product Quality Monitoring and Disposal Center, Hangzhou Standardization Society, Zhejiang Fangyuan Testing Group Co., Ltd., Zhejiang E-Commerce Promotion Association, Foshan Shunde District Products Quality Association, China National Institute of Standardization, Tsinghua University Shenzhen Graduate School, Chongqing Quality and Standardization Institute. The main drafters of this standard. Tong Jun, Li Xiuzhen, Zhang Jianfang, Liu Songguo, Zhou Lijun, Li Nanyang, Chen Hongbo, Jiang Hong, Tong Yan, Lang Wei, Yu Xiao, Wu Zengyuan, Xu Mei, Huang Shizhen, Xu Meng, Yang Jing, Dai Zhen, Zhang Jing, Xiao Ruojing, Chen Fuzhen, Li Dongyang, Zhou Ling, Li Dan, Wang Wei, Yang Yujiu, Bao Xianyu, Pu Shuang, Liu Yang. E-commerce transaction product quality online monitoring specification

1 Scope

China's national specification for monitoring the quality of goods traded through e-commerce. It specifies the terms and definitions, the monitoring process, the confirmation of quality risk points and the subsequent quality assessment. It completes the group of e-commerce standards: after classifying the terminology, vetting the merchants and fixing what a listing must say, this one addresses whether the goods actually delivered are what was described. Monitoring an online market is a different exercise from inspecting a shop, and the standard has to say how it is done: which products are sampled from which listings, how they are bought anonymously so the seller cannot substitute, how the sample is traced

back to the listing that sold it, and how the result is assessed against what was claimed. The risk point confirmation step is the intelligent part - it directs the sampling at the categories and claims where failure is both likely and consequential, rather than sampling at random across a marketplace with hundreds of millions of listings.

This standard specifies the main activities and requirements for online monitoring of tangible product quality in e-commerce transactions, and the implementation of product quality network. Security and capacity support requirements for monitoring. This standard is applicable to the quality monitoring of tangible products for online transactions by relevant regulatory authorities and third-party monitoring agencies, as well as for various types of electronics. Business platform operators monitor the quality of their products for sale. This standard does not apply to the quality monitoring of intangible products for e-commerce transactions.

2 Normative references

The following documents are indispensable for the application of this document. For dated references, only dated versions apply to this article. Pieces. For undated references, the latest edition (including all amendments) applies to this document.

GB/T 27020-2016 Conformity assessment of the operational requirements of various inspection agencies

GB/T 27921-2011 Risk Management Risk Assessment Technology

GB/T 35408-2017 e-commerce quality management terminology

3 Terms and definitions

The following terms and definitions defined in GB/T 35408-2017 apply to this document.

3.1 Quality monitoring qualitymonitoring Information collection, quality analysis (3.3), online for mastering the quality level of e-commerce transaction products and analyzing product quality risks A series of activities such as sampling (3.4), inspection and product quality risk determination.

3.2 Product quality risk productqualityrisk Products and services may have hidden dangers related to personal health and property safety, or may cause quality and safety incidents, etc. Qualitative influence.

3.3 Quality analysis riskanalysis Information is used systematically to identify sources of risk and estimate risks.

3.4 Online sampling onlinesampling The process of obtaining samples through e-commerce transactions.

3.5 Sampling person A person who gets samples through e-commerce transactions.