

ICS 03.080.10

CCS J04



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

GB/T 43879-2024

Service-oriented manufacturing - General terminology

服务型制造 通用术语

Issued on: March 15, 2024

Implemented on: October 1, 2024

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part

1. Structure and drafting rules for standardization documents" Drafting. Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents. This document is proposed and coordinated by the China Machinery Industry Federation. This document was drafted by: China Machinery Productivity Promotion Center Co., Ltd., China Machinery Industry Federation, Shenyang Blower Group Installation and Maintenance Parts Co., Ltd., Machinery Industry Planning and Research Institute Co., Ltd., Xi'an Shaangu Power Co., Ltd., Anhui Tianbing Electronic Technology Co., Ltd. Co., Ltd., CRRC Qishuyan Locomotive Co., Ltd., Anhui New Realm Automation Technology Co., Ltd., Hangyang Group Co., Ltd., Beijing Haoli Valve Industry Group Co., Ltd., Anhui Henkel Information Technology Co., Ltd., Yunnan Kunming Ship Design and Research Institute Co., Ltd., Anhui Yufeng Intelligent Technology Co., Ltd. Limited company. The main drafters of this document are. Sun Tingting, Hui Ming, Xing Ran, Han Lei, Qin Longjie, Li Qi, Chen Jie, Sun Biao, Cai Yu, Jiang Chuan, Shi Guoyou, Wang Cunyi, Xiang Wei, Pang Shijun, Liu Tao, Shen Chao, Xiang Weifeng.

Service-oriented manufacturing is a new type of industry that deeply integrates

manufacturing and services and develops in a coordinated manner. It is an important way for the innovative development of the manufacturing industry. The essence of service-oriented manufacturing is that manufacturing enterprises (including manufacturing enterprises and professional institutions that provide services to them) The value-added of all stakeholders in the value chain is achieved through the integration of digital, networked, intelligent and other information technologies, with the full participation of customers. The integration of decentralized manufacturing resources and the high synergy of their respective core competitiveness ultimately provide consumers with products and services that meet their personalized requirements. It is a new type of industry that realizes the optimal allocation of manufacturing resources and maximizes the value of all stakeholders in the value chain. In recent years, under the guidance of relevant national policies and the urgent need for transformation and upgrading of the manufacturing industry, service-oriented manufacturing has become more and more familiar to people. As we know, theoretical research and enterprise practice in the field of service-oriented manufacturing have developed rapidly, and the policy system and industrial foundation have basically been formed. However, there are still There is an urgent need for standardization and unification of professional terms, such as inconsistent descriptions, confusing classifications, blurred boundaries, and unclear connotations. This paper summarizes the research results on the connotation and extension of service-oriented manufacturing at home and abroad, and discusses the issues directly related to service-oriented manufacturing. The common terms and definitions are standardized. By unifying the relevant terms and definitions, it is helpful to unify the understanding of service-oriented manufacturing and facilitate technical exchanges. It will also lay the foundation for the formulation of subsequent relevant standards. General term for service-oriented manufacturing

1 Scope

GB/T 43879-2024 is the Chinese vocabulary of service-oriented manufacturing, the shift by which a manufacturer stops selling only the machine and starts selling its availability, its output or the outcome it produces. It is central Chinese industrial policy, and it makes a mess of the old vocabulary: revenue that used to be a product sale becomes a service contract, the product stays on the manufacturer's balance sheet, and terms such as delivery, warranty and end of life change meaning. The standard defines the terms across the whole life cycle: the basic terms, then those of research and design, the manufacturing process, inspection, testing and certification, product delivery, operation, maintenance and after-sales service, recycling, supply chain management, information services, and the typical application models of service-oriented manufacturing itself. It took effect on 1 October 2024.

This document defines common terms and definitions that are directly related to service-oriented manufacturing. This document is applicable to the understanding of the concept of service-oriented manufacturing, standard setting, and domestic and

international exchanges.

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document. For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to This document.

GB/T 29826 Cloud Manufacturing Terminology

JB/T 12516 Terminology of Modern Manufacturing Service Equipment Manufacturing Industry

3 Terms and definitions

The terms and definitions defined in GB/T 29826, JB/T 12516 and the following apply to this document.

3.1 Basics

3.1.1 Manufacturing The function or act of converting raw materials or semi-finished products into semi-finished or finished products. [Source: GB/T 19114.1-2003, 3.6.22, modified]

3.1.2 Service output of an organization for which at least one activity must take place between the organization and its customer (3.1.3) Note 1 to entry. Typically, the major elements of a service are intangible. Note 2 to entry. Typically, services involve activities at the interface with customers (3.1.3) and may include, in addition to determining customer (3.1.3) requirements to provide services, (3.1.3) Establishing an ongoing relationship, such as with a bank, accounting firm, or public organization (such as a school or hospital). Note

3.The provision of services may involve, for example.

--- Activities performed on a tangible product provided by a customer (3.1.3) (e.g. a car requiring repair)

--- activities performed on intangible products provided by a customer (3.1.3) (e.g. a profit and loss statement required to prepare a tax return)

---Delivery of intangible products (such as provision of information for knowledge transfer).

--- Creating an atmosphere for customers (3.1.3) (e.g. in hotels and restaurants). Note 4 to entry. Typically, services are experienced by customers (3.1.3). [Source: GB/T 19000-2016, 3.7.7]

3.1.3 Customer person or organization that is capable of or actually receives products or services (3.1.2) provided to it or that is provided on request

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