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

GB/T 45155-2024

**Quality management - Guidance to understand, evaluate and
improve organizational quality culture**

质量管理 理解、评价和改进组织的质量文化指南

(English Translation)

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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.

This document is modified to adopt ISO 10010:2022 "Quality management - Guidelines for understanding, evaluating and improving the quality culture of an organization".

The technical differences between this document and ISO 10010:2022 and their reasons are as follows.

--- Deleted the requirements on religious belief in 4.2.1.2c) of ISO 10010:2022 to adapt to my country's national conditions.

Compared with ISO 10010:2022, the following editorial changes have been made to this document.

--- ISO 10015 (see Note 4.2.1.4) is replaced by the informative GB/T 19025 to adapt to my country's national conditions;

--- ISO 10018 (see Note 8.1) has been replaced by the informative reference GB/T 19028 to adapt to my country's national conditions.

Introduction

The purpose of this document is to help organizations understand, evaluate and improve their quality culture in order to enhance organizational performance and help achieve sustained success.

This document provides guidance on how to understand, identify, analyze, evaluate, implement, embed and maintain a desired quality culture consistent with the organizational context.

Guide.

It also details.

---The role of leadership and active participation of all employees in achieving the desired quality culture;

---The role of quality culture in the organization's performance in satisfying its customers and other interested parties;

---Continuously identify risks and improvement opportunities related to quality culture;

---Integrate the seven quality management principles (see 0.2) into the organization's quality culture.

Figure 1 shows the framework of quality culture.

Figure 1 Quality culture framework

This document reflects the quality management principles and basic concepts described in GB/T 19000-2016 because they can help organizations develop A quality culture helps meet the challenges that arise in today's environment of constant change and rising expectations.

The seven quality management principles are.

- Focus on customers;
- Leadership role;
- All staff actively participate;
- Process approach;
- improve;
- Evidence-based decision making;
- Relationship management.

Note: For a complete description of quality management principles, see 2.3 of GB/T 19000-2016.

Quality Management Understanding, Evaluation and Improvement Guidelines for an Organization's Quality Culture

1 Scope

This document provides guidance for the evaluation, development and improvement of an organization's quality culture to help it achieve sustained success.

This concept and quality management principles place special emphasis on the active participation and leadership of all employees.

This document provides generic guidance that is applicable to organizations of different sizes, industries, locations, maturity levels, or providing different products and services.

NOTE This document provides an example tool for evaluating an organization's quality culture through a self-assessment to determine the maturity of the quality culture and the potential for improvement.

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 19000-2016 Quality Management System Fundamentals and Vocabulary (ISO 9000:2015, IDT)

3 Terms and definitions

The terms and definitions defined in GB/T 19000-2016 and the following apply to this document.

culture

Integrate shared values, beliefs, history, morals, attitudes, and behaviors.

NOTE: In this document, "culture" refers to organizational culture.

Quality Culture

A culture (3.1) that supports the achievement of the quality policy and objectives and the delivery of products and services that meet the needs and expectations of customers and other interested parties.

process owner

The person (or team) responsible for defining and maintaining a process.

Note: At the organizational level, the process owner is the person (or team) responsible for describing the standard process; at the project level, the process owner is the person (or team) responsible for describing the established process.

Therefore, a process can have multiple owners at different levels of responsibility.

[Source. ISO/IEC/IEEE24765.2017,3.3068] 3.4 Benchmarking Conduct comparative evaluation and/or analysis of similar practices.

[Source. ISO 14644-16:2019, 3.3.1]