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Measurement of customer satisfaction in property service

物业服务客户满意度测评

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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.

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Property service customer satisfaction evaluation

1 Scope

This document specifies the indicator system, evaluation process, and application of evaluation results for property service customer satisfaction evaluation.

This document applies to customer satisfaction evaluation of property services. Third-party institutions and other organizations conduct customer satisfaction evaluation of property services. For reference only.

2 Normative references

GB/T 19014

GB/T 19038

3.1 Customer

Owners and property users.

3.2 Customer Satisfaction

The degree of satisfaction felt by customers (3.1) after comparing the perceived results of property management services with their expectations or needs.

4.1 Design Principles

The design of the indicator system follows the following principles.

- Comprehensively, systematically, scientifically and normatively reflect customers' demands for property services and their corresponding evaluation results;
- Have strong independence, representativeness and operability;
- Applicable to property service evaluation of various business formats.

4.2 Indicators and weights

The indicators and weights in the evaluation index system are shown in Table 1.