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

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**Quality management systems - Guidelines for the application of
GB/T 19001-2000 in local government**

质量管理体系 地方政府应用GB/T 19001-2000指南

(English Translation)

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Table of Contents

Preface
Introduction
1 Scope
1.1 General
1.2 Application
2 Normative references
3 Terms and definitions
4 Quality management system
4.1 General requirements
4.2 Documents
5 Management responsibilities
5.1 Management Commitment
5.2 Focus on the public
5.3 Quality Policy
5.4 Planning
5.5 Responsibility, authority and communication
5.6 Management Review
6 Resource Management
6.1 Resources Available
6.2 Human Resources
6.3 Infrastructure
6.4 Working environment
7 Service implementation
7.1 Service Planning
7.2 Public-related processes
7.3 Design and Development
7.4 Purchasing
7.5 Service Delivery
7.6 Monitoring and Measuring Device Control

Foreword

This Guidance Document is equivalent to ISO/IWA4..2005 "Quality Management System Local Government Application ISO 9001.:2000 south".

This Guidance Document is an integral part of the GB/T 19000 family of standards and is consistent with them.

For ease of use, the following technical editorial changes have been made to this technical document.

a) Due to the different administrative systems, the titles of government leaders at all levels in China are different from those of other countries. In line with the actual situation in our country, Rewrite the note in terminology 3.1;

b) "This Standard" be changed to "This Guidance Technical Paper".

Appendix A and Appendix B of this guidance document are informative appendices.

This Guidance Document is proposed and managed by the National Quality Management and Quality Assurance Standardization Technical Committee (SAC/TC151).

This guiding technical document was drafted by. China National Institute of Standardization, Inner Mongolia Science and Technology Department, China University of Mining and Technology (Beijing) Management College, Beijing University of Information Science and Technology School of Economics and Management, Shanghai Institute of Quality Management, China Quality Certification Center, Beijing New Century Certification Limited the company.

Introduction

One of the major challenges facing society today is the need to establish and maintain public trust in government agencies. To this end, the local government is here the creation of public services with steadily improving quality and financial efficiency, as well as the sustainable development of the community at large, plays an important role. Through harmony, A consistent approach to the implementation and implementation of national and regional policies can contribute to the promotion of sustained economic prosperity and social justice. In some extreme cases in the absence of effective regional or national management, local governments can also maintain local stability and promote effective management. In this way, it is possible A stronger regional, national and global government operation mechanism will be gradually established at the local level. Contrast some local governments have achieved high quality the amount of performance, other government public policies can be corrected and improved, so that the whole system to become more solid. This method will help to build a stable and stable local, regional and central government that is worthy of public trust.

Although the public needs and expectations are different in different parts of the world, local governments around the world are experiencing higher levels of public demand and diversity, which requires the government to improve its governance capability in an effective and transparent manner. So, as a system, in order to be able to work together Efficient and coordinated work requires that local governments adequately manage these diverse resources and processes.

The quality management system is designed to enable local governments to meet the needs and expectations of local communities and help them direct and control their own activities A way to move. In a nutshell, a quality management system includes the organizational structure and the planning, processes, resources, and documentation necessary to achieve quality objectives as well as continuous improvement of the products and services provided. GB/T 19001-2000 "Quality Management System Requirements" as established the foundation of a system has gained universal acceptance. It provides a place for local governments to trust the public with their needs and expectations an effective tool that is understandable and capable of being satisfied in a timely manner on the basis of stability.

GB/T 19000 family of common standards in the basic documents include.

--- GB/T 19000-2000 "Quality Management System Fundamentals and Terminology," which sets out the concept of a quality management system as a whole, Principles, fundamentals and terminology;

--- GB/T 19001-2000 "quality management system requirements," which provides the ability to continue to meet customers (in this case refers to the local public Public demand and expectations of the system requirements;

--- GB/T 19004-2000 "Quality Management System Performance Improvement Guide" for the continuous improvement of the organization's overall performance and efficiency the guide.

The purpose of developing this guidance document is to provide a consistent quality management approach for local governments while the technical language "Transformation" of GB/T 19001-2000 is a more familiar language for local government personnel. This is done to encourage and advance on the ground Application of government in the square GB/T 19001-2000. However, it should be recognized that local governments are in different regions and cultures the specific environment will inevitably be different, it is impossible for different local governments based on GB/T 19001-2000 separate provisions of an implementation of quality control Management system approach. It is the responsibility of each local government to apply the content provided in this document to its own particular circumstances and circumstances.

Although some local governments may have partially implemented GB/T 19001-2000 in some specific work, this guideline the purpose of technical documents is to promote the

use of standards, including certain additional requirements, throughout the scope of their work. Attached to this Guidance Document Some examples of services and related processes that local governments should try to provide, as well as ways to evaluate their effectiveness and maturity, are included.

In order to achieve the goal of building a trustworthy, responsible and transparent local government, although GB/T 19001-2000 certification may be sought can be encouraged as a local government performance, but this is not necessary. Should not be consistent with GB/T 19001-2000 standard as My ultimate goal. Once a local government has reached a level that will provide sustainable and qualified services to local communities, it should focus on the performance of qualified outside, taking into account the use of GB/T 19004-2000 and (or) other excellence model to improve its overall efficiency.

Figure 1 shows the various stages of implementing a quality management system and the role of this guidance document.

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Figure 1 This schematic diagram of the role of technical documents

This guidance document is intended to assist local governments in understanding and implementing a quality management system that meets the requirements of GB/T 19001-2000 for guidance, to meet public needs and expectations. Appendix A provides some typical local government process information, Appendix B gives the ground the self-evaluation model used by the square government to implement a complete quality management system.

0.1 General

The adoption of a quality management system should be an organizational strategic decision. The design and implementation of an organization's quality management system is diverse Needs, specific goals, products offered, the process followed, and the size and structure of the organization. Unified quality management system Structure or documents are not the purpose of this standard.

The requirements of this standard quality management system is to supplement the product requirements. "Note" is a guide to understanding and explaining the requirements.

This standard can be used internally and externally (including certification bodies) to assess the organization's ability to meet customers, laws and regulations and the organization's own requirements.

The development of this standard has taken into account the quality management principles set out in GB/T 19000 and GB/T 19004.