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PEOPLE'S REPUBLIC OF CHINA**

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**Quality management systems - Guidelines for the application of
GB/T 19001-2008 in travel agency**

质量管理体系 旅行社应用GB/T 19001-2008指南

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Foreword

This guideline is one of the GB/T 19000 family of standards.

This instructional document has been drafted in accordance with the rules given in GB/T 1.1-2009.

This guideline technical document layout. Box is GB/T 19001-2008 content, which can be applied to any organization of common

Sexual criteria. The rest is the content of this document, the purpose is to help travel agents to meet the general requirements GB/T 19001-2008.

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

This guide is responsible for the drafting of technical documents. China National Institute of Standardization.

The guidance of technical documents involved in the drafting unit.China Certification and Accreditation Association, China National Tourism Administration, Beijing World Standard Certification Center, China International Brigade

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This guideline is for reference only. For advice and comments on this technical document, please contact the Director of Standardization Administration of the State Council

Department reflected.

In recent years, with the gradual deepening of China's reform and opening up and the long-term and steady economic development, the standard of living of the broad masses of the people in the country

With the improvement of synchronization, tourism has gradually become one of the important contents of people's pursuit of a happy life. Tourism related to this is thriving, Rapid development has increasingly become an important industry in the national economy.

0.1 General

Using a quality management system is an organizational strategic decision. The design and implementation of an organization's quality management system is governed by the following factors

The impact of prime.

- a) the organization's environment, changes in the environment, and the risks associated with the environment;
- b) Organize changing needs;
- c) the specific goals of the organization;
- d) the products provided by the organization;
- e) the process adopted by the organization;
- f) the size and organizational structure of the organization.

The structure or documentation of a uniform quality management system is 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 to meet customer requirements, applicable laws and regulations of the product requirements

And the ability of the organization to demand it.

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

0.1 General

Travel agencies should consider the long-term and development of the establishment and implementation of quality management system related issues. Therefore, in establishing a reality

The quality management system, travel agencies should consider the impact of the following factors.

- a) the internal and external environment of travel agencies (such as markets, policies and regulations, personnel, technology and products) and their changes, and the related
- b) changes in the needs of travel agencies;
- c) the travel agency identified the specific objectives;
- d) various travel services provided by travel agencies;
- e) the procedures used by travel agencies;
- f) the size and structure of the travel agency.

Travel agencies should be able to clearly distinguish the quality management system requirements and tourism service projects specific requirements, quality management system requirements are right

The specific requirements of travel services complement, not replace.

GB/T 19000-2008 identified in the eight principles of quality management is the theoretical basis for quality management system. Travel agencies should be the first standard

Really understand its profound meaning.

0.2 process method

This standard encourages the establishment and implementation of quality management system and improve its effectiveness when using process methods, by meeting customer requirements,

0.4 Compatibility with other management systems

For the convenience of users, this standard in the revision process due consideration to the contents of GB/T 24001-2004 to enhance the two standards

Compatibility. Appendix A shows the correspondence between GB/T 19001-2008 and GB/T 24001-2004.

This standard does not include specific requirements for other management systems such as environmental management, occupational health and safety management, financial management or wind

Specific requirements for risk management. However, this standard enables organizations to harmonize their own quality management system with the relevant management system requirements

Or integrated. In order to establish a quality management system that meets the requirements of this standard, the organization may change the existing management system.