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

GB/Z 19579-2012

Replacing GB/Z 19579-2004

Guidelines for the criteria of performance excellence

卓越绩效评价准则实施指南

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Foreword

This Guidance Document is drafted in accordance with the rules given in GB/T 1.1-2009. This Guidance Document replaces GB /Z 19579-2004 Guidelines for the Implementation of the Guidelines for Performance Excellence. This Guidance Document and GB /Z 19579-2004 compared to the main changes are as follows:

--- Enhanced GB/T 19580 standard systematic, logical and interpretation of the terms of interpretation. The guidance of technical documents proposed by the General Administration of Quality Supervision, Inspection and Quarantine. This Guidance Document is governed by the National Quality Management and Quality Assurance Standardization Technical Committee (SAC/TC151). The drafting of the guidance of technical documents. China National Institute of Standardization, China Quality Association, Beijing University of Information Science and Technology, Xiamen ABB open Off Limited, China Mobile Group Guangdong Co., Ltd., Haier Group. The main drafters of this technical guidance document Gong Xiaoming, Tian Wu, Xiong Wei, Liu Yu, Li Zhao, Zhu Huaiqi, Yang Xuedong. This guidance document was first released in.2004.

This Guidance Document complies with the evaluation requirements of the national standard of GB/T 19580-2012 "Guidelines for Performance Excellence" and draws lessons from domestic Outstanding performance management experience and practices, combined with the practice of business management in our country, from the leadership, strategy, customer and market, resources, process pipe This paper gives the implementation guide of the criterion of high performance appraisal in seven aspects such as rationality, measurement, analysis and improvement, and result, Users of the Code better understand and use the standard. GB/T 19580-2012 "Guidelines for Performance Excellence," specifies the requirements for performance evaluation of high performance, which is the main performance evaluation of excellence According to this guideline technical document is to organize the implementation of "Guidelines for Performance Excellence," supporting the guidance of technical documents for the organization to understand and apply "Zhuo Guidelines for Performance Excellence ". Appendix A to this guidance document is an

understanding of the relationship between the seven articles

4.7 of the PIAS and the outline of the organization Provides a framework diagram and related interpretations, and gives a score sheet of twenty-three scoring terms for use in managing the quantitative score of maturity. Appendix B of this guidance document describes the importance of having an organization overview as the beginning of a high-performance evaluation and gives an overview of the organization Outline what needs to be included. Appendix C of this guidance document describes the four evaluation elements of the four evaluation elements and the results clause of the process clause and respectively Gives the process guidelines, the results of the guidelines for the evaluation of the terms, at the same time gives a description of the scores for the evaluation of the excellent performance provides a practical guide. Guidelines for Performance Excellence Criteria Implementation

1 Scope

GB/Z 19579-2012 is the Chinese national standard on guidelines for the criteria of performance excellence, in the field of services and company organization. The /Z suffix marks it as a guiding technical document: it does not prescribe requirements that can be certified against, but sets out the technique, the method or the state of the art that the standards bodies recommend following. It was issued on 9 March 2012 by the State Administration for Market Regulation; Standardization Administration of China. As a guiding technical document it carries no separate date of entry into force: it applies from publication. Classification: ICS 03.120.10, CCS A00. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

This Guidance Document provides guidance for understanding and applying GB/T 19580-2012 Guidelines for Performance Excellence. This Guidance Document is intended for all types of organizations seeking excellence in order to guide the organization in improving its overall performance and competency and in providing My evaluation and evaluation of quality awards provide guidance for implementation.

2 Normative references

The following documents for the application of this document is essential. For dated references, only the dated version applies to this article Pieces. For undated references, the latest edition (including all amendments) applies to this document.

GB/T 19000 quality management system foundation and terminology

GB/T 19580 criteria for evaluation of high performance

3 Terms and definitions

GB/T 19000 and GB/T 19580 defined terms and definitions apply to this document.

4 Implementation Guide

Organizational performance appraisal includes qualitative appraisal and quantitative appraisal. Refer to Appendix A, Appendix B and Appendix C for specific appraisal guidelines.

4.1 Leadership

4.1.1 Summary This clause plays a key role in the continued success of the organization. Among them, the leadership and promotion of top leaders are the preconditions and groups for the success of the organization. Weaving governance is a guarantee of continued organizational success, and fulfilling social responsibility is a prerequisite for the continued success of the organization.

4.1.2 the role of senior leadership This clause includes the essentials of top leadership, direction, two-way communication, creating environment, quality responsibility, going concern and performance management.

a) Identifying directions means identifying and implementing the organization's mission, vision and values. Mission, vision and values reflect the future of the organization. The direction of development is also the core of the organizational culture and sets the preconditions for the formulation of strategic and strategic goals. High-level leadership of the organization should end. According to its historical evolution, characteristics of the industry and internal and external environment, the actual situation, to discuss, refine, establish and implement its mission, vision and price Value concept, and lead the way.

b) The purpose of two-way communication is to enable all employees and other interested parties to have a clear and consistent view of the organization's development direction and priorities. Solution, agree and put into action to reach an agreement within the organization and promote the coordinated development outside the organization. Organizations can go through higher levels Leadership lectures, seminars, websites, newspapers and cultural and sports activities and other forms of two-way communication with employees; through the Fair to discuss Will, external sites and other forms of bilateral communication with the parties. The organization should establish material incentives and spirits around its development direction and emphasis Incentive combination of performance incentive system.

c) Creating an environment means creating an organizational culture that includes such elements as honesty and compliance, improvement, innovation, rapid response and learning. high