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**Guidelines for the establishment and implementation of quality
management systems in government agencies**

政府部门建立和实施质量管理体系指南

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Foreword

This instructional document has been drafted in accordance with the rules given in GB/T 1.1-2009. 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. AQSIQ General Office, Shanghai Exit Inspection and Quarantine, Exit Inspection and Quarantine of Zhejiang Bureau, China National Institute of Standardization, China National Accreditation Center for Conformity Assessment, China Quality Certification Center, the radius of the mark certification group. The main drafters of this technical guidance document. Li Yuanping, Fu Wen Biao, Yu Xiaodan, Ling Huo, Wu Jianwei, Tian Wu, Liang Xiaowen, Liu Gang, Li Ni.

0.1 General The establishment and implementation of a quality management system by the government departments helps to establish and improve the administration according to law, standardize performance, clean, transparent and efficient service Work mechanism so that all work is scientifically, systematized and standardized so as to perform the functions of public service and social management more normatively and efficiently, Enhance People's Satisfaction with Government Departments. Government departments to establish and implement the process of quality management system is based on the government

departments assumed the public service and social management responsibilities for the Based on the concept and basic principles of modern quality management, using process control, system management, based on facts Policies and other methods to achieve the administration according to law, standardize their performance, integrity, transparency and efficient service of government self-construction process. This Guidance Document is based on the principles of Quality Management as set forth in the "Quality Management System Fundamentals and Terminology" of GB/T 19000-2008 And the basis of quality management system, in accordance with GB/T 19001-2008 "quality management system requirements", combined with the actual government departments and Work characteristics, for the government departments to establish and implement a quality management system to provide a framework guide.

0.2 government departments quality management system characteristics The "Constitution of the People's Republic of China" requires that state government departments strive to serve the people. Government departments of the quality management system to the people Needs and expectations of the starting point as a prerequisite for the various functions assigned by the state, based on their work performed in the performance of their duties and processes based Foundation and management unit. The basic establishment and operation of the model shown in Figure 1. In this mode of operation, government departments regard the needs and expectations of the people as the focus of attention in fulfilling the duties assigned by the state. To standardize and efficiently perform their duties as the goal, based on relevant laws, administrative regulations, local laws and regulations, departmental rules and regulations of the State Council, local government regulations, Autonomous regulations, separate regulations, normative documents, combing work matters and their corresponding substantive requirements and procedural requirements, determine the job responsibilities Including the work items, processes and their interrelationships, and implement the process, implement the requirements, and strive to achieve the work objectives, so as to provide the masses Social public services and management that meet their needs and expectations. Government departments pay attention to the needs and expectations of the counterparts in administration and provide them with efficient and quality services, provided that their needs and periods It is in accordance with the interests of the people and the requirements of the government departments in discharging their duties. Within the government department's quality management system, the interrelationship of work items is embodied as the interaction of entities, documents or information. Figure 1 from the overall This link is illustrated on the framework and due to the different functions and management modalities of different government departments, the specific work items that make up this system may There will be some differences in the establishment of quality management system, we should recognize that the guidance of technical documents is not divided into specific tasks Stipulates that government departments shall determine the work covered by their own quality management system based on the functions and internal management required by

laws and regulations matter. Figure 1 government departments to establish quality management system and operation mode diagram

0.3 and other quality management system standards The guidance of technical documents comply with GB/T 19000-2008 set out in the quality management principles and quality management system foundation. This guidance document is based on the requirements of GB/T 19001-2008, taking into account the content of GB/T 19004. To better guide the government departments to establish and implement quality management system, the guidance of technical documents to GB/T 19001-2008 In the technical language, translated into government departments familiar with the language. Seeking GB/T 19001-2008 certification may make the people have more trust in government departments, and even as a government department workers A manifestation of performance. However, certification is not the fundamental purpose of establishing and implementing a quality management system, nor does it prove that the quality management system is in line The only way to be sexually and effectively. At the same time, government departments should not only regard GB/T 19001-2008 as their own quality management system all the requirements, according to their own characteristics And demand, the government departments to introduce a broader, systematic and open horizons, the introduction of other management system standards or management of the appropriate content and to Seek and commit to building a sound quality management system that meets the needs and expectations of all stakeholders. Government departments to establish and implement quality management system guide

1 Scope

This guiding technical document provides framework guidance for government departments in establishing and implementing a quality management system. This guiding technical document applies to the people's governments at every level and to their constituent departments and their subordinate or dispatched bodies, referred to below as government departments. Note: Party committees, people's congresses, political consultative conferences, courts, procuratorates and other organizations undertaking public management and services may refer to the requirements of this guiding technical document in establishing and implementing a quality management system.

This Guidance Document provides a framework guide for government departments to establish and implement a quality management system. This Guidance Document is applicable to people's governments at all levels, their constituent departments, their subordinates or their agencies (hereinafter referred to as "government departments").

Note. Party committees, NPC, CPPCC, courts, procuratorates, and other organizations undertaking public management and services may refer to the requirements of this Guidance Document to establish And the implementation of quality management system.

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 19000-2008 quality management system foundation and terminology

GB/T 19001 quality management system requirements

3 Terms and definitions

GB/T 19000-2008 defined and the following terms and definitions apply to this document.

3.1 Customer customer The organization or individual who accepts the product.

Note. In this Guidance Document, the ultimate customer of the government department is the people.

3.2 Product The result of the process.

Note. In this Guidance Document, the product of a government department means that the government department performs its duties in order to meet the needs and expectations of the masses and carry out its duties One or more outcomes of an issue, such as the process and outcome of providing public services and management of the community.

3.3 Workitem Government departments to perform their duties in some aspects of the specific work carried out.

Note 1. Generally, a government function may include several tasks.

Note 2. Work items include performance of duties and responsibilities (such as permission, filing, inspection, registration, etc.) required for the performance of government functions and performance of duties Necessary to carry out the internal management work matters (such as the general proceedings, appointment and dismissal of cadres, equipment maintenance, auditing, etc.).

3.4 Delegating Government departments in line with the requirements of laws and regulations under the premise of a work of all or part of the content, conditional delivery to others Off the unit, organization or individual behavior.

Note. Duty performance matters and internal management work may exist entrusted, the former commissioned by a testing agency to take the sample test, which commissioned a Training institutions undertake internal training.