

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

JT/T 900-2023

Replacing JT/T 900-2014

**Automobile after-sales maintenance service customer
satisfaction evaluation method**

汽车售后维修服务客户满意度评价方法

(English Translation)

Issued on: November 24, 2023

Implemented on: March 1, 2024

Issued by: Ministry of Transport

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What this standard covers

This standard specifies the evaluation indicators, survey methods, evaluation calculation methods and evaluation levels for automobile after-sales maintenance service customer satisfaction. This standard is applicable to automobile maintenance enterprises and fast repair chain enterprises that have obtained after-sales maintenance service authorization for corresponding brands of automobile manufacturers. Other automobile maintenance enterprises shall refer to it.

Document data

Chinese classification (CCS): R16.

Supersedes the earlier edition JT/T 900-2014.