Chinastandards.org

ICS 03.080.99
CCS A 12

MZ

INDUSTRY STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

MZ/T 143-2019

Basic requirements for common platform of funeral and interment service

殡葬服务公共平台基本要求

(English Translation)

Issued on: December 12, 2019 **Implemented on: December 12, 2019**

Issued by: Ministry of Civil Affairs

Preview: page 1 of 5 shown, 6 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-143-2019

Chinastandards.org

Table of Contents

Foreword
1 Scope
2 Normative references
3 Terms and definitions
4 General requirements
4.1 Public platform requirements for funeral services
4.2 Requirements for funeral service providers
4.3 Platform service personnel requirements
5 Service requirements
6 Service Process
6.1 Consulting
6.2 Appointment
6.3 Signing an agreement
6.4 Agreement performance
6.5 Return visits
7 Evaluation and improvement
7.1 Supervision and inspection
7.2 Complaint handling
7.3 Improvement measures
12 Cemetery maintenance services MZ/T 037

Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard was proposed by the Ministry of Civil Affairs of the People's Republic of China.

This standard is under the jurisdiction of the National Funeral Standardization Technical Committee (SAC/TC 354).

This standard was drafted. Changzhou Funeral Home, Changzhou Civil Affairs Bureau, Changzhou Inspection and Testing Standards Certification Research Institute, Jiangsu Provincial Department of Civil Affairs Conference Office, Shanghai Marriott Industrial Co., Ltd.

Preview: page 2 of 5 shown, 6 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-143-2019

1 Scope

This standard specifies the general requirements, service requirements, service procedures, evaluation and improvement of public platforms for funeral services.

This standard applies to public platforms for funeral services.

2 Normative references

The following documents are essential for the application of this article. For dated references, only the dated version applies to this document. Where it is an undated reference document, and its latest version (including all amendments) is applicable to this document.

MZ/T 017 Funeral service terminology MZ/T 048 Satisfaction Evaluation of Funeral Services MZ/T 098 Funeral Management Service Information System Basic Data Specification

3 Terms and definitions

The terms and definitions defined in MZ/T 017 and the following apply to this document.

Common platform of funeral and interment service Supported by information technology, it can integrate the funeral service resources within the region and provide a comprehensive carrier of the entire funeral service function.

4.1 Public platform requirements for funeral services

4.1.1

The public platform for funeral services shall provide uninterrupted services.

4.1.2

The public platform for funeral and interment services shall be equipped with a meeting hall that meets the requirements, with a safe and reliable network operating environment, and a equipped traffic system.

It should have functions such as recording storage.

4.1.3

The public platform for funeral and interment services shall have operational monitoring functions and formulate various emergency plans for failures.

4.1.4

The public platform for funeral and interment services shall have independent access to code number resources, websites, WeChat and other light and intelligent clients.

Preview: page 3 of 5 shown, 6 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-143-2019

4.1.5

The service information data type, code name, format, etc. of the funeral service public platform shall be implemented according to MZ/T 098.

4.1.6

The public platform for funeral and interment services shall have the authority management function, and set up roles such as managers, service personnel, and funeral and interment service providers Use rights, and provide corresponding data information and functional services.

4.1.7

The public platform for funeral and interment services shall establish a safe and reliable regular backup mechanism for business data.

4.2 Requirements for funeral service providers

4.2.1

Funeral and interment service providers shall have legal qualifications and various types of funeral and interment services and service teams.

4.2.2

The goods or services provided by funeral and interment service providers shall meet the relevant pricing requirements of the price management department.

4.3 Platform service personnel requirements

4.3.1

The staff of the public platform for funeral and interment services shall have professional knowledge of funeral and interment policies and regulations, and the charge for interment and interment services, and shall actively promote benefits Civil funeral services and funeral public welfare projects are meticulous and serious.

4.3.2

When providing services, uniforms and badges should be worn, the appearance and appearance should be generous, and the accessories should meet the requirements of the post.

4.3.3

Have empathy and affinity, be honest and trustworthy, respect the rights and interests of customers, and provide warm and thoughtful service to customers.

Preview: page 4 of 5 shown, 6 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-143-2019

4.3.4
Have the ability and experience to communicate and communicate with customers. They should use Mandarin or a language that the other party understands.

5 Service requirements

5.1.1
The platform operating agency shall set up a service reception hall equipped with basic service facilities such as seats.

5.1.2
The platform operating agency will publicize the funeral regulations and policies, service hours, service procedures, charging standards, and consultations in the reception hall and online.

Inquiry and complaint channels and methods.

5.1.3
The platform operating agency shall establish an admission, training, evaluation and exit mechanism for the funeral and interment service provider.

5.1.4
The platform operating agency shall sign a cooperation agreement with the passed burial service provider.

5.1.5
The platform operating agency shall sign confidentiality agreements with staff and funeral service providers to prohibit the outflow of relevant information.

5.1.6
Funeral and interment service providers provide basic and non-basic services for funeral and interment according to their business scope. For specific requirements, see Appendix A.

5.1.7
Funeral and interment service providers shall follow uniform service standards in the service process and accept the supervision and management of the public platform for funeral and interment services.

6.1 Consulting

6.1.1
The funeral and funeral service public platform provides accurate funeral and funeral information through channels such as funeral service lines, mobile phone applications, and

Preview: page 5 of 5 shown, 6 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-143-2019