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QB

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

QB/T 5501.4-2020

**Green supply chain management of household electric
appliances - Part 4: Sales and after-sales service**

家用电器绿色供应链管理 第4部分：销售与售后服务

(English Translation)

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What this standard covers

This standard specifies the terms and definitions, requirements, management review and continuous improvement of the sales and after-sales service in the green supply chain management of household and similar electrical appliances (hereinafter referred to as "household appliances"). This standard applies to the sales and after-sales service management in the green supply chain management of household appliances manufacturers, and other products can also be used as a reference.

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