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**CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

RB/T 023-2019

**Requirements for logistic port service certification
(English Translation)**

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Foreword

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

This standard was proposed and managed by the National Certification and Accreditation Administration Committee.

Drafting organizations of this standard. Shanghai Beiheng Testing Technology Co., Ltd., China Certification and Accreditation Association, Shanghai Academy of Quality Management Science, Yuancheng Logistics Co., Ltd., Guangdong Shiyang Logistics Co., Ltd., Chongqing Shiyang Transportation Co., Ltd., Shanghai Quality System Audit Center, Shenzhen Standard Quasi-Technology Research Institute, Professional Managers Research Committee of China Business Confederation, China Quality Certification Center, China Bid Hexin (Beijing) Certification Co., Ltd.

Introduction

As the arterial system of the national economy, the logistics industry connects various departments of the national economy to form an organic whole.

Driven by the dual development of business, the rapid transformation of traditional logistics to modern logistics has become an inevitable trend in the development of the current logistics industry.

The main goal of the trend is to achieve its goal through the gradual increase of the total amount of social logistics goods, the gradual reduction of costs, and the continuous improvement of efficiency.

To promote the development of the national economy. In addition to the large-scale introduction of information and communication technology, the realization of the agglomeration effect of logistics is also the realization of the above. Therefore, the concept of logistics port came into being.

The logistics port further breaks through the concept of the original shipping port, and integrates different types of logistics agglomeration areas such as airports, ports and dry ports.

Combination has the advantages of division of labor, various forms, and flexible operation. As an important node in the circulation of regional materials, logistics ports are often driven the agglomeration and integration of business flow, capital flow, and information flow, and as e-commerce companies have invested in the construction of logistics ports, which has promoted the flow of business the further capital integration in the general field has promoted the regional economic microcirculation, and has improved the national, regional and regional comprehensive logistics level.

It is of great significance to strengthen the internal and external radiation capabilities of important hubs in the central and western regions and important port hubs.

Although the current construction of logistics ports has attracted much attention from local governments, the construction and operation of logistics ports in various regions are still in the initial stage.

Problems such as low service levels and insufficient regional economic promotion functions are still prominent. There is an urgent need for scientific and effective technical means.

Combined with the guidance of relevant departments, the self-discipline of industry organizations, and the scientific management of the port operation organization itself, it effectively improves the service water of the logistics port.

We will further serve the logistics port enterprises and give full play to their agglomeration effects.

In March.2017, relevant departments jointly issued the "Guiding Opinions on Promoting the Improvement of Logistics Service Quality", which clearly stated that "establish Improve the logistics industry certification and accreditation system" "Improve the logistics service quality standard system, and carry out research and formulation of logistics service standards in key areas".

In January.2018, the Opinions of the State Council on Strengthening the Construction of Quality Certification System and Promoting Total Quality Management (Guo Fa (2018) No. 3) put forward "Vigorously promote high-end quality certification" and "develop multi-field service certification." The logistics port service is important for dredging regional economic circulation nodes and balancing the important role of regional development of the country, the above-mentioned urgent need for improvement and improvement of its service level, and the delivery of its service capabilities and advantages to the society the need for information such as the situation, together has formed the market demand for service certification for logistics port services.

The purpose of this standard is to provide certification bodies with logistics port service certification requirements and their criteria and methods. Under the framework of conformity assessment function Using the service blueprint (SB) technology and service contact theory, the characteristics and requirements of the logistics port service provided by the logistics port operation organization were identified and determined.

Its process management requirements. At the same time, the requirements for certification and evaluation of logistics port services are given. For the evaluation of service characteristics, the direct judgment method and the the quantitative evaluation method combined with the 5-point scale of Kete, while the audit for management requirements introduces a qualitative maturity evaluation method to ensure recognition Verify the validity and reliability of the results, and promote its social acceptance level.

Logistics port service certification requirements

1 Scope

This standard specifies the normative requirements for logistics port service certification, including service requirements, management requirements, and service certification evaluation requirements, etc.

content.

This standard applies to logistics port service certification activities, and also applies to logistics port managers to regulate their service activities.

This standard does not apply to logistics port services that focus on hazardous chemicals, cold chain food/articles and other special requirements items.

Note: The logistics port services in this standard include port settlement services, port information

platform services, and port traffic services provided by logistic port managers to settled enterprises.

Services, supporting services in the port area, and self-operated logistics operations services in the port area do not include related services provided to their customers by enterprises settled in the logistics port.

2 Normative references

The following documents are indispensable for the application of this document. For dated reference documents, only the dated version applies to this document.

For undated references, the latest version (including all amendments) applies to this document.

GB 5768 (all parts) Road traffic signs and markings GB/T 15565.2 Graphical Symbol Terminology Part 2: Marking and Guiding System GB/T 18354 Logistics Terminology GB/T 19001 Quality Management System Requirements GB/T 19004-2011 Pursue the continuous success of the organization's quality management methods GB/T 19680 Classification and Evaluation Index of Logistics Enterprises GB/T 21071 Warehousing Service Quality Requirements GB/T 28580-2012 Port logistics service quality specification GB/T 29912 Technical requirements for vehicle selection in urban logistics distribution GB/T 30334 Logistics Park Service Specification and Evaluation Index GB 50156 Code for Design and Construction of Automobile Refueling Station RB/T 304 B2B urban distribution service certification requirements RB/T 314-2017 Conformity Assessment Service Certification Model Selection and Application Guide SB/T 10977 Warehousing operation specification

3 Terms and definitions

The following terms and definitions defined in GB/T 18354 apply to this document.

Logistics Port Service in order to meet the needs of settled enterprises, logistics port management and/or operation organizations (hereinafter referred to as "organizations") provide them with port settlement services and information.

A series of logistics port operation activities including information platform services, transportation services in the port area, self-operated logistics operation services in the port area and supporting services in the port area and its results.

Note 1: The logistics port uses railway transportation, road transportation, water transportation, air transportation or multimodal transportation, and a group of logistics facilities and related the government affairs department and many logistics companies have realized the network gathering of goods flow, business flow, capital flow, information flow, etc., the physical gathering place of space and time gathering.