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

RB/T 055-2020

**Qualified Rating Service Characteristics Evaluation Laboratory
Competence Guide
(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: China Jiliang University, China Certification and Accreditation Association, Shanghai Institute of Quality Science, China Quality Certification Center, Shenzhen Shenzhen Institute of Standards and Technology, Beijing Feiyuxing Electronic Technology Co., Ltd., Hangzhou Niunuo Technology Co., Ltd:

Introduction

The International Organization for Standardization has begun to develop relevant guidelines for service certification in:2015: To ensure the validity of service certification, in addition to traditional in addition to the service characteristic evaluation method, the service characteristic evaluation method based on consumer perception needs to be assisted and verified:

The service characteristic evaluation laboratory is based on service characteristics, with experience perception as the core, and consumers as the final object of attention to establish customers Experience information collection and analysis system, refine customer experience to generate perception data and physiological data, and build service characteristic evaluation laboratory evaluation technology Technology, interactive

comparison and mining analysis between customer perception and physiological data, providing technical support for objective evaluation of service quality, and improving certification Effectiveness:

Competence Guidelines for Testing Laboratories for Conformity Assessment Service Characteristics

1 Scope

This standard provides service characteristics evaluation laboratory resource conditions, evaluation plan, evaluation object, sampling plan, validity of results, etc:

guide:

This standard applies to laboratories that provide service characteristic evaluation:

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

GB/T 27000 Conformity Assessment Vocabulary and General Principles GB/T 27025 General requirements for the competence of testing and calibration laboratories

3 Terms and definitions

The following terms and definitions defined in GB/T 27000 and GB/T 27025 apply to this document:

Service characteristics servicecharacteristic One or a group of distinguishable characteristics perceived by customer service experience is usually intangible:

Note 1: Service characteristics can be proposed in terms of functionality, safety, timeliness, comfort, economy, and ecology:

Note 2: Service characteristics can be qualitative or quantitative:

[RB/T 301-2016, definition 3:5] 3.2 Objectofmeasurementandevaluation the object of service characteristic evaluation activities, that is, various interactive objects of customers in the service process:

Indicatorofmeasurementandevaluation the specific items used to measure the evaluation objects in the service characteristic evaluation activities:

Note: Such as the voice, expression and behavior of the service staff, the equipment, appliances and service information of the service system, the identification signs of the service environment and the landscape:

4 General

The impartiality, confidentiality and management system requirements of the service characteristic evaluation laboratory shall meet the relevant requirements of GB/T 27025: This guide it is a supplement to the service characteristic evaluation laboratory ability:

Professionals in laboratories are bound by ethical codes related to their profession: Those responsible for the management of service characteristic evaluation laboratories should accept Responsibility to make their actions above the minimum requirements of the law: In the design of the evaluation plan, the privacy of the testees should be fully protected: