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

RB/T 056-2020

**Conformity assessment. Measurement methods and application
guidelines of service quality
(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 Quality Certification Center, China University of Mining and Technology (Beijing), Ruisi (Tianjin) Education Information Consulting Co., Ltd., Beijing Institute of Technology:

1 Scope

This standard provides guidelines for the basic principles, measurement methods, selection and combination of measurement methods, and measurement process for service quality measurement:

This standard applies to the self-evaluation of service providers, and it also applies to the measurement activities of second parties and third parties on their service quality evaluation indicators:

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

GB/T 19000-2016 Quality Management System Foundation and Terminology
GB/T 36733-2018 General Rules for Service Quality Evaluation

3 Terms and definitions

The following terms and definitions defined in GB/T 19000-2016 and GB/T 36733-2018 apply to this document: For convenience, the following repetitive lists some terms and definitions in GB/T 19000-2016 and GB/T 36733-2018:

Service quality

The extent to which service resources, service processes, and service results meet the characteristics of regulations, agreements, and customer requirements:

Note: Rewrite GB/T 36733-2018, definition 3.5:

Measurement

The process of determining the value:

Note 1: According to GB/T 3358.2, the determined value is usually a quantitative value:

Note 2: This is the general terms and core definitions of the ISO management system standard given in Annex SL of the ISO Supplementary Provisions of Part 1 of the ISO/IEC Guidelines:

One of the meanings, the original definition has been rewritten by adding Note 1:

[GB/T 19000-2016, definition 3:11:4] 3.3 Measurement equipment the measuring instruments, software, measurement standards, standard materials or auxiliary equipment or their combination necessary to realize the measurement process:

[GB/T 19000-2016, definition 3:11:6] 3.4 Measurement environment A set of conditions under which the measurement work is carried out:

Note: The conditions include physical, social, psychological and environmental factors (such as temperature, light, approval plan, occupational pressure, human factors and atmospheric composition):