

ICS 03.120.20
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**CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

RB/T 067-2021

**Quality management system of logistics service organization -
Requirement
(English Translation)**

Issued on: January 1, 1970

Implemented on: January 1, 1970

Issued by: National Certification and Accreditation Administration

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for Standardization Work Part 1: Structure and Drafting Rules of Standardization Documents" drafted.

Please note that some content of this document may be patented. Publication of this document Institutions do not assume responsibility for identifying patents.

Introduction

This document is based on GB/T 19001-2016 "Quality Management System Requirements" in process methods, risk management and Based on GB/T 19001, the specific requirements for logistics service organizations have been added, which is a Supplement to the application of GB/T 19001 in logistics service organizations. The framework of this document is in accordance with the ISO/IEC Guidelines Part 1.

The high-level structure given in Annex SL of the ISO Supplementary Provisions is established.

This document is used in conjunction with GB/T 19001 to provide first-party audits, second-party audits and third-party audits for logistics service organizations.

guide.

Through the effective application of this standard, it is possible to ensure that logistics service organizations comply with applicable legal and regulatory requirements and customer requirements, enhance customer satisfaction meaning.

Logistics service organization quality management system requirements

1 Scope

This document specifies the organizational environment, leadership, planning, support, operation, performance evaluation and Improvements should meet the requirements.

This document applies to the establishment, implementation, maintenance and continuous improvement of the quality management system of logistics service organizations (hereinafter referred to as "organizations").

2 Normative references

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, dated citations documents, only the version corresponding to that date applies to this document; for undated references, the latest edition (including all amendments) applies to this document.

GB/T 18354-2021 Logistics Terminology GB/T 19000-2016 Quality Management System Fundamentals and Terminology GB/T 19001-2016 Quality Management System Requirements

3 Terms and Definitions

The terms and definitions defined in GB/T 19000-2016 and GB/T 18354-2021 and the following terms and definitions apply to this document. For convenience Use, the following repeats lists some of the terms and definitions in GB/T 18354-2021.

logisticslogistics

The physical flow of items from the place of supply to the place of reception. According to the actual needs, the transportation, storage, loading and unloading, handling, packaging and circulation will be added.

Basic functions such as labor, distribution, and information processing are implemented organically.

[GB/T 18354-2021, Definition 3.2] 3.2 logisticsserviceslogisticsservices A series of logistics activities and the results that are implemented to meet the logistics needs of customers.

Note: Rewrite GB/T 18354-2021, definition 3.5.

4.1 Understanding the organization and its environment

4.1.1

The organization shall meet the requirements of 4.1 in GB/T 19001-2016.

4.1.2

The organization should determine its mission, vision and values, form a distinctive organizational culture, and create a logistics service quality as the core element corporate culture.

4.2 Understanding the needs and expectations of interested parties

The organization shall meet the requirements of 4.2 in GB/T 19001-2016.