

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

RB/T 306-2017

**Technical requirements for vehicle maintenance and repair
service certification
(English Translation)**

Issued on: May 27, 2017

Implemented on: December 1, 2017

Issued by: National Certification and Accreditation Administration

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Foreword

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

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

This standard was drafted. China Quality Certification Center, China Classification Society Quality Certification Company, Beijing Zhongjing Kehuan Quality Certification Co., Ltd.

Hangzhou Automobile Advanced Technical School, Zhejiang Zhongda Yuantong Automobile Cloud Service Co., Ltd., Zhejiang Geely Automobile Holding Group Automobile Sales Co., Ltd.

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Introduction

With the rapid development of the automobile maintenance industry, the quality of automobile maintenance services has received more and more attention from the society, and the recognition of automobile maintenance services has been recognized.

It is a realistic requirement of today's automobile society to express the service quality information of automobile maintenance enterprises to consumers, industry authorities and other relevant parties.

The development of this standard is based on a statistical analysis of customer needs. The contents of the service certification requirements are divided into service certification requirements and services.

The requirements for certification of the ability to ensure capacity are two parts. The customer's requirements for the service include the service process requirements and service performance requirements, and need to pass and the contact process of the customer and its property is realized; and the service guarantee capability is the basis and

premise of the service provided by the maintenance enterprise, and is also the potential of the customer.

begging. This standard highlights the need for maintenance transparency and customer perception experience while clarifying the professional and normative requirements of automotive maintenance services.

Seeking, reflecting the characteristics of consumer demand in today's service industry.

This standard establishes a transparent and convenient customer self-supervised evaluation by guiding the maintenance enterprise to implement the service guarantee capability requirements of this standard.

Service mechanism to achieve the effect of quantitative evaluation of maintenance quality through customer survey. At the same time, due to maintenance business services the ability to support is highly specialized, so it is also necessary to conduct an on-site audit of its service support capabilities by experts.

Automotive maintenance service certification technical requirements

1 Scope

This standard specifies the terms and definitions of vehicle maintenance service certification, service certification requirements, service support capability certification requirements and evaluation.

Claim.

This standard is applicable to the certification body to meet the GB/T 16739.1 vehicle maintenance enterprise to carry out service quality evaluation and certification, but also it is used to guide car maintenance companies to standardize services and conduct self-evaluation.

2 Normative references

The following documents are indispensable for the application of this document. For dated references, only dated versions apply to this article.

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

GB/T 5624-2005 Automotive Maintenance Terminology GB/T 16739.1 Opening conditions for automobile maintenance industry Part 1. Auto vehicle maintenance enterprises GB/T 21338 Qualifications for the qualification of motor vehicle maintenance practitioners JT/T 816 Motor Vehicle Repair Service Specification

3 Terms and definitions

The following terms and definitions apply to this document.

Car repair vehicle maintenance and repair A general term for car maintenance and car repair.

Car maintenance vehicle maintenance Work performed to maintain a car's technical or working ability.

[GB/T 5624-2005, definition 2.3.1] **3.3 Car repair vehicle repair** Work to restore the car's technical condition (or ability to work) and life.

[GB/T 5624-2005, definition 2.3.2] **3.4 Service** at least one activity must be organized and output between the organization and the customer.

Note 1: Usually, the main feature of the service is intangible.

Note 2: Generally, the service includes activities in contact with the customer. In addition to determining the customer's request to provide services, it may also include establishing a continuous relationship, such as Bank, accounting firm or public organization, such as a school or hospital.

Note 3: The provision of services may involve, for example.

Activities performed on tangible products provided by customers, such as cars that require maintenance.

Activities performed on intangible products provided by customers, such as the income statement required to prepare a tax return.