

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

RB/T 308-2017

**Requirements for service certification of exhibition
(English Translation)**

Issued on: November 27, 2017

Implemented on: June 1, 2018

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. Shanghai Quality Management Science Research Institute, Shanghai Quality System Audit Center, China Business Federation Professional Manager Research Committee, China Electronics Technology Standardization Research Institute, Shenzhen Standard Technology Research Institute, Shanghai Beiheng Testing Technology Co., Ltd., Shanghai Generation International Exhibition Co., Ltd., Shanghai Tonggao Information Co., Ltd.

Introduction

In different exhibition activities, the service quality level and behavior of the exhibition organizer as the main responsibility subject is to determine the exhibition service.

An important factor in professionalism and normativeness. Using third-party certification means to conduct a graded evaluation of the service quality of the exhibition organizer. Pass the trust between the organizers, exhibitors and visitors of the exhibition, strengthen the management of the service providers of the exhibition services, and guarantee the quality of the exhibition services.

Quantity, improve customer satisfaction, and improve the level of exhibition services in China.

This standard from the perspective of exhibitors, spectators, service providers and other relevant parties, in-depth mining and analysis of the service services in the exhibition service problems. Business process or service behavior, combined with the concept of green exhibition, break through the traditional way of specifying service requirements by management indicators, according to exhibition services. Contact characteristics, using

service blueprint (SB) technology and service contact theory to identify and determine the exhibition service requirements and management requirements, establish Exhibition service certification requirements.

Exhibition Service Certification Requirements

1 Scope

This standard stipulates the normative requirements for the exhibition organizer to provide exhibition service certification, including service requirements, management requirements and certification evaluation.

Price requirements and other content.

This standard applies to the certification agency to implement the exhibition service certification activities, and also applies to the exhibition organizer to regulate its service activities, as well as the organization.

Relevant parties (such as industry associations) confirm their compliance.

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 10001.1 Common information graphical symbols - Part 1. General symbols GB/T 19001 quality management system requirements GB/T 19004-2011 Pursuing the organization's continuous success quality management method GB/T 26165-2010 Economic and trade exhibition terminology GB/T 30521 Economic and Trade Exhibition Statistics GB 50222 Building interior decoration design fire protection specification RB/T 314-2017 Conformity Assessment Service Certification Model Selection and Application Guide SB/T 11090 Convention and Exhibition Industry Energy Conservation and Consumption Reduction Work Specification

3 Terms and definitions

The following terms and definitions apply to this document.

Exhibition

The main purpose is to display, visit, negotiate and exchange information on products, technologies and services in a certain geographical space and limited time.

There are mass activities involving many people (referred to as "exhibitions").

Note: Rewrite GB/T 26165-2010, definition 2.1.1.

Service certification Use the conformity assessment technology to provide relevant third-party certification for the service provider's service and management to meet relevant requirements.

[RB/T 314-2017, definition 3.9] 3.3 Exhibition venue fairground;venue Venues and buildings for exhibitions.

Note: including independent permanent venues or buildings, permanent venues such as museums and libraries, special venues for exhibitions, and temporary construction the venue for holding exhibitions.

[GB/T 26165-2010 definition 2.2.1]