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

RB/T 310-2017

**Requirements for service certification of urban rail passenger
transport
(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 is proposed and managed by the National Certification and Accreditation Administration.

This standard was drafted. Shanghai Institute of Quality Management Science, Shanghai Quality System Audit Center, Beijing Zhongjin Guosheng Certification Co., Ltd.

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Introduction

In recent years, with the rapid development of China's national economy and the accelerating urbanization process, the service capacity of urban public transport passenger transport system the demand is increasing day by day. The urban rail transit passenger transport system represented by subway and light rail is large, fast, safe, punctual, and ring-oriented.

Many advantages such as conservation and energy conservation have gradually become the first choice for the development of public transportation passenger transportation systems in many cities in China. In recent years, China's urban rail transit the construction of the city has experienced explosive growth. During the "13th Five-Year Plan" period, China's urban rail transit is bound to usher in a new round of development.

The level of passenger transport services raises higher requirements. At the same time, urban rail transit services, as an important part of public transportation, still need it is necessary to convey to the society the information on the advantages and capabilities of its services, and gradually form a market demand for its service certification.

This standard is intended to provide certification bodies with urban rail transit passenger

service certification requirements and guidelines and methods. Use the service blueprint (SB) Technology and Service Contact Theory identifies and identifies urban rail transit passenger service requirements and process management requirements, of which Chapter 4 gives Service requirements (ie service feature requirements), including. off-site information inquiry service, inbound guide service, security service, ticket service, ride service for business and transfer or outbound services, Chapter 5 gives the management requirements, including general requirements and specific requirements. This standard Chapter 6 gives the certification evaluation requirements, including. certification criteria, certification model and certification results, in which the measurement of service characteristics is introduced in the certification criteria.

The quantitative evaluation method combining direct judgment method and Likert 5-point scale is adopted. The audit of management requirements introduces qualitative maturity evaluation.

The price method is to ensure the validity and reliability of the certification results and to improve the social acceptance level of the certification results.

Urban rail transit passenger service certification requirements

1 Scope

This standard specifies the normative requirements for urban rail transit passenger service certification, including service requirements, management requirements and service certification evaluation.

And so on.

This standard applies to the certification activities of passenger transport services such as urban rail transit subway systems and light rail systems, and also applies to urban rail transit.

Passenger service organizations regulate their service activities, and other types of urban rail transit passenger services can be used as reference.

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.

General technical conditions for GB/T 7928 subway vehicles GB/T 14227 Urban rail transit station platform acoustic requirements and measurement methods GB 14892-2006 Urban rail transit train noise limit and measurement method GB/T 16275 Urban Rail Transit

Lighting GB/T 18574 Urban Rail Transit Passenger Service Mark GB/T 19001 quality management system requirements GB/T 19004-2011 Pursuing the organization's continuous success quality management method GB/T 20907-2007 Technical conditions for automatic ticket checking system for urban rail transit GB/T 22486-2008 Urban Rail Transit Passenger Transport Service GB/T 30012 Urban Rail Transit Operation Management Regulations GB 50157 subway design specification GB 50490-2009 Technical Specifications for Urban Rail Transit CJ/T 236-2006 urban rail transit platform screen door RB/T 314-2017 Conformity Assessment Service Certification Model Selection and Application Guide

3 Terms and definitions

The following terms and definitions apply to this document.

Urban rail transit Urban public passenger transportation system using dedicated track-oriented operation, including subway system, light rail system, monorail system, tram, Maglev system, automatic guiding track system, city fast track system.

[GB 50490-2009, definition 2.0.1] 3.2 Urban rail transit passenger service
urbanrailpassengertransportservice Services for passengers travelling on urban rail transit (3.1).

Note: Rewrite GB/T 22486-2008, definition 3.3.