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

RB/T 311-2017

**Requirements for service certification of public air 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 Quality Management Science Research Institute, Shanghai Quality System Audit Center, Shanghai Dunmu Enterprise Management Consulting Co., Ltd.

Company, Shanghai Beiheng Testing Technology Co., Ltd., Shenzhen Standard Technology Research Institute, Shanghai Transportation Industry Association, China Eastern Airlines Group company, Spring Airlines Co., Ltd., Shanghai Airlines Co., Ltd., Shanghai Jixiang Airlines Co., Ltd.

Introduction

Over the past 30 years of reform and opening up, with the continuous advancement of China's civil aviation marketization reform, China's civil aviation industry in public air transport, general aviation the air, fleet size, route layout, and transportation support have achieved sustained and rapid development. Especially in the case of public air passenger transportation, According to the "2016 Civil Aviation Industry Development Statistics Bulletin" released by the Civil Aviation Administration of China, in 2016, China's civil aviation industry completed passengers.

The transportation volume was 488 million person-times, an increase of 11.9% over the previous year, and it continued to rank second in the world. In the long run, the Chinese economy continues to develop for aviation.

The demand for air passenger transportation is bound to increase further, which determines that the civil aviation industry will remain a fast-growing industry for some time to come.

It raises new challenges for further upgrading and efficiency of public air passenger transportation services, and needs to convey its service advantages to the vast number of passengers and society.

And the information on the development of service capabilities has gradually formed a market demand for its service certification.

This standard is intended to provide certification bodies with public air passenger transport service certification requirements and guidelines and methods. This standard uses service blue

Figure (SB) Technology and Service Contact Theory, identifying and determining the characteristics of public air passenger transportation services provided by airlines and their

Process management requirements, including the service requirements (ie service feature requirements) given in Chapter 4, including. information inquiry services, ticketing services, check-in procedures Management services, terminal services, boarding services, cabin services, arrival services, etc., management requirements given in Chapter 5, including general requirements and special Two parts are required. Chapter 6 of this standard gives certification evaluation requirements, including. certification criteria, certification models, and certification results.

Then, the evaluation of the service characteristics is introduced, and the quantitative evaluation method combining the direct judgment method and the Likert 5-point scale is used to manage the requirements.

The audit introduced a qualitative maturity evaluation method to ensure the validity and reliability of the certification results and promote their social acceptance level.

Public Air Passenger Transport Service Certification Requirements

1 Scope

This standard specifies the regulatory requirements for airlines to provide public air passenger transportation services, including service requirements, management requirements and services.

Certification evaluation and other content.

This standard applies to certification bodies to carry out certification activities for public air passenger transportation services for airlines, as well as for airlines.

Standardize its service activities.

Note: The public air passenger transportation services covered by this standard are limited to the services provided by airlines, excluding their agents, airports and other related units.

Service.

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 15566.2 Principles and requirements for setting up public information guidance systems - Part 2. Civil airport GB/T 18360 Quality assessment of public air transport services GB/T 18764 Civil Aviation Passenger Transport Terminology GB/T 19004-2011 Pursuing the organization's continuous success quality management method MH/T 0035 Civil Aviation Network and Information Security Management Code MH/T 0036 Civil Aviation Network and Information Security Assessment Specification MH/T 1034 First Class Business Class Passenger Service MH/T 1037 irregular flight passenger service specification MH/T 1060 Public Air Transport Flight Over-Disposal Specifications RB/T 314-2017 Conformity Assessment Service Certification Model Selection and Application Guide

3 Terms and definitions

The following terms and definitions as defined in GB/T 18764 apply to this document. For ease of use, the following is repeated Certain terms and definitions in GB/T 18764.

Carrier

A public air transport enterprise that uses civil aircraft for passenger, baggage or cargo transportation.

Airline airlines

The legal person name of an air transport enterprise is an enterprise engaged in providing air transport services to passengers on a regular or non-scheduled flight.

[GB/T 18764-2002, definition 3.3.3] 3.3 Frequent flyer Passengers who regularly take an airline flight and participate in mileage accrual awards.