

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

RB/T 313-2017

**Requirements for service certification of car rental
(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 Beiheng Testing Technology Co., Ltd., Shanghai Institute of Quality Management Science, Shanghai Quality System Audit Center, Shenzhen Standard Technology Research Institute, China Metrology University, Shanghai Transportation Engineering Society, Anji Car Rental Co., Ltd., Volkswagen Leasing Limited company, Shanghai Dunmu Enterprise Management Consulting Co., Ltd.

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Introduction

China's "Thirteenth Five-Year Plan for National Economic and Social Development" proposes "optimizing the modern industrial system and accelerating the promotion of high quality in the service industry.

Effective development, car rental services rely on the relevant national policy guidance, benefit from the overall development of the automotive industry, and information and communication technology the rapid development and application of (ICT), the gradual improvement of the transportation infrastructure and social credit system of the whole society, and its support for good development condition.

However, with the increasing demand for personalized travel by consumers, new formats led by new technologies represented by ICT are emerging one after another.

Car rental services bring challenges and opportunities, and the information needs to convey the advantages and capabilities of their services to the society are increasing, and

service certification the market demand has gradually formed.

This standard is intended to provide certification bodies with certification requirements and methods for car rental services certification. Apply service blueprint (SB) technology Technology and service contact theory identifies and determines the vehicle rental service characteristics requirements and management requirements for service delivery and delivery processes, among which the service requirements (ie service characteristics requirements) given in Chapter 4 include. reception services, car rental acceptance, departure handover, car service and handover.

Content, the management requirements given in Chapter 5, include. general requirements and specific requirements. Service certification evaluation given in Chapter 6 of this standard, Including. certification criteria, certification model and certification results, in which the evaluation of service characteristics is introduced in the certification criteria using direct judgment and Li Ke the 5-point scale is combined with the quantitative evaluation method, and the management requirements are reviewed. The qualitative maturity evaluation method is introduced to ensure the certification results.

Effectiveness and reliability to promote the level of social acceptance.

Car rental service certification requirements

1 Scope

This standard specifies the normative requirements for car rental service certification, including reception services, car rental, and delivery.

Pick-up, car service and pick-up handover; general requirements and specific requirements involved in management requirements, as well as certification criteria and recognition of service certification evaluation Certificate mode and certification results.

This standard applies to car rental service certification activities, but also applies to car rental operators to regulate their service activities.

Note: The car rental service vehicles covered by this standard are small passenger vehicles (not applicable to time-share rental services).

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 10001.3 for public information graphic symbols - Part 3. Passenger transport symbols
GB/T 19001 quality management system requirements GB/T 19004-2011 Pursuing the

organization's continuous success quality management method RB/T 314-2017 Conformity Assessment Service Certification Model Selection and Application Guide ISO/T S10004 Quality Management Customer Satisfaction Monitoring and Measurement

3 Terms and definitions

The following terms and definitions apply to this document.

Car rental service the car rental operator shall, in accordance with the contract of the car rental, hand over the leased vehicle to the lessee for use, charge the corresponding fee, and provide no driving Dynamic business activities.

Car rental operator carrentalentity A legal person (referred to as the "operator") who has obtained the qualification of car rental business according to law and is engaged in the business activities of car rental services.

Rental vehicle rentalcar Vehicles used for car rental operations.

Tenant renter

Sign a car rental contract with the car rental operator and use the legal person or natural person who rents the vehicle in accordance with the contract of the car rental contract.

Car rental store stationofcarrental A business place for car rental services provided by car rental operators (referred to as "stores").