

ICS 03.080.01
CCS A 20

SB

**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

SB/T 10349-2015

Replacing SB/T 10349-2002

**Rating standard for household electrical appliances of chain
maintenance service organization
(English Translation)**

Issued on: January 6, 2015

Implemented on: September 1, 2015

Issued by: Ministry of Commerce of the People's Republic of China

Table of Contents

Foreword
1 Scope
2 Normative references
3 Terms and Definitions

Foreword

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

This standard replaces SB/T 10349-2002 "appliance repair service grading norms," compared with the SB/T 10349-2002 the main changes are as follows.

- For the name of the original standard was revised, clarified the scope of this standard;
- The original standard format has been revised and adjusted;
- Delete the original standard service, the terms and definitions of maintenance services;
- This standard increased maintenance services, repair chain services, home appliances manufacturers maintenance services organization, sales of household appliances enterprises Industry service organization, appliance repair service term chain, chain service resources, chain service capabilities, service management and definitions;
- Delete the original standard of maintenance services and classification conditions;
- Increased for household appliances manufacturers maintenance services organization, sales of household appliances business service organization, appliance repair service Service chain classification conditions;
- Original standard of maintenance services is divided into five grades, this standard manufacturers service organization by household appliances, household appliances pin Sale of enterprise service organizations, appliance repair service chain three were divided into four grades;
- Delete the original standard local rating agencies review; first by using this standard corporate self-evaluation, and ultimately by the National Household appliances chain dimension Repair service organization rating review committee to determine the level of method;
- Delete the original standard in Appendix A;
- This standard adds to Appendix A, Appendix B and Appendix C;

--- Increased by reference.

The standard proposed by China General Chamber of Commerce.

This standard by the People's Republic of China Ministry of Commerce.

This standard was drafted. China Household Electrical Appliances Service Repair Association, Haier Group, customer service management company, Guangdong Midea Refrigeration equipment Limited, Philips (China) Investment Co., Ltd., Hisense Kelon Electrical Co., Ltd., Matsushita Electric (China) Co., Ltd., Guangdong Chigo Air Conditioning Limited.

1 Scope

This standard specifies the chain to provide maintenance services of household appliances manufacturers maintenance service organizations, home appliances sales service companies Appliance repair service chain organizations and enterprises classification conditions, methods and rating level management.

This standard applies to manufacturers of household appliances maintenance services organization, sales of household appliances business service organization, appliance repair service Service chain; other types of appliance repair service organizations or enterprises can reference purposes.

2 Normative references

The following documents for the application of this document is essential. For dated references, only the dated version suitable for use herein Member. For undated references, the latest edition (including any amendments) applies to this document.

GB/T 28841-2012 household electrical and electronic repair services business specification

3 Terms and Definitions

The following terms and definitions apply to this document.

Household appliances household electrical appliance in the home or similar environment, a user in order to meet other living, entertainment and information consumption needs of their own use of electronic and electrical appliances.

[GB/T 28841-2012, the definition 3.4] 3.2 Service maintain and service in order to maintain and restore the product is able to perform the specified functions carried out by the state of all technical and management (including monitoring) activities. service it may include modifications to the product. Also includes a customer reception, delivery and installation/removal, use of consultants, visit, accessories sales, recycling and other related services Services business.

Chain service chain maintain and service Unified brand logo or the like, in two or more areas by different types of organizations or companies authorized or certified by the respective responsibilities of local phase Maintenance and similar services with the brand logo, the implementation of a unified standard of quality of service maintenance repair services.

Household appliances manufacturers service organization
maintenance service organization of household appliance manufacturer Household
appliances manufacturing enterprises and service chain management services to your
operations.

Sales of household appliances business service organization
maintenance service organization of household appliance retailer Sales of household
appliances enterprises and service chain management services to your business sector.

Appliance repair service chain chain enterprises of household appliance maintain and service
Household appliances chain provides maintenance services business.