Chinastandards.org

SB

INDUSTRY STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

SB/T 10636-2011

Service quality evaluation cirteria for retail industry

零售企业服务质量评价准则

(English Translation)

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

Preview: page 1 of 2 shown, full document available. Complete English PDF, instant download:
https://chinastandards.org/standards/sb-t-10636-2011

Chinastandards.org

Table of Contents

Document data

1 Document data

Sector: National Recommended (industry standard).

Issuing body: Ministry of Commerce of the People's Republic of China.

Date of issue: 2012-01-01.

Date of implementation: 2012-01-01.

Status: obsolete, replaced by SB/T 10636-2025.

Preview: page 2 of 2 shown, full document available. Complete English PDF, instant download:
https://chinastandards.org/standards/sb-t-10636-2011