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

SB/T 11034-2013

**Service quality specification of agricultural machinery
enterprise**
(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 replaces WB/T 1014-2000 "Agricultural Machinery Marketing Enterprise Service Quality Regulations".

Compared with WB/T 1014-2000, the main technical contents of this standard are as follows.

- Added 4.2.2.5 service vehicles;
- Added 4.2.2.7 training facilities;
- Added 5.5 information services;
- Removed the assessment indicators (see 2000 edition);
- Amend the survey elements of Appendix A, product variety, service (including pre-sale, sale, after-sales), complaint handling, credit repair Changed to parts supply, training services, maintenance services, information services.

This standard is proposed and managed by the Ministry of Commerce of the People's Republic of China.

This standard was drafted. China Agricultural Machinery Circulation Association, Jifeng Agricultural Machinery Chain Co., Ltd., Jiangsu Sannong Agricultural Equipment Co., Ltd. Limited company.

Drafters of this standard. Wu Junqi, Wang Yuesheng, Wang Xinming, Song Fuhai, Zhu Bin.

The previous versions of the standards replaced by this standard are.

---WB/T 1014-2000.

Agricultural machinery marketing enterprise service quality specification

1 Scope

This standard specifies the basic requirements, service quality requirements, service quality supervision, service quality analysis and improvement of agricultural machinery marketing enterprises.

specifications.

This standard applies to agricultural machinery marketing enterprises established within the territory of the People's Republic of China.

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 18389-2001 Agricultural machinery marketing enterprises opening conditions, grade division and market behavior requirements GB/T 19023 Quality Management System Document Guide

3 Terms and definitions

The following terms and definitions apply to this document.

Agricultural machinery marketing enterprise agriculturalmachinerycirculationenterprises an enterprise engaged in the sales and service of agricultural machinery and its accessories.

[GB/T 18389-2001, definition 3.2] 3.2 Customer (user) customer the recipient of the product or service.

Supplier/manufacturer supplier/manufacture an enterprise that provides goods and corresponding services directly to agricultural machinery marketing companies.

User satisfaction satisfieddegreeofconsumer User satisfaction with product quality, commodity prices, parts supply, training services, maintenance services and information services. Its calculation See Appendix A for the law.

4.1 General

4.1.1

A service system adapted to the operational characteristics of agricultural machinery should be established and operated effectively to achieve the stated guidelines and objectives.

4.1.2

It is necessary to establish a working organization that is compatible with the service system and to define its terms of reference and relationship.