

ICS 65.160
CCS X 85

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

YC/T 320-2009

**Specification for management system of tobacco commercial
enterprise**

(English Translation)

Issued on: December 14, 2009

Implemented on: March 1, 2010

Issued by: State Tobacco Monopoly Administration

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Foreword

The Standard Annexes A and B are normative appendix Appendix C is informative appendix.

This standard was proposed by the State Tobacco Monopoly Bureau.

This standard by the National Standardization Technical Committee on Tobacco Enterprise Technical Committee (SAC/TC144/SC4) centralized.

This standard was drafted. State Tobacco Monopoly Bureau of Economic Operation

Division, Chinese cigarette sales company, Zhejiang Tobacco Monopoly Bureau.

Introduction

To promote the management system in the tobacco business enterprises up and running, strengthen basic management, promote tobacco commercial enterprises from traditional management to now on behalf of the management changes, the development of this standard.

This standard takes into account the establishment of the eight quality management principles GB/T 19000 stated.

Note 1: The eight quality management principles include.

- a) customer focus;
- b) the leading role;
- c) full participation;
- d) process approach;
- e) System approach to management;
- f) continuous improvement;
- g) Factual approach to decision-making based;
- h) mutually beneficial relationship with suppliers.

The establishment of this standard reflects the "PDCA" cycle.

Note 2: PDCA cycle can be summarized as follows.

P --- planning. According to the National, customers and stakeholders requirements, determine management policy, objectives and action plans to achieve the policy and objectives, process and measures;

D --- Execution. implementation plans, procedures, and measures;

C --- examination. the results of the implementation of the predetermined plan/goals, processes and measures contrast, examine and report on the implementation of the results;

A --- Improvement. Lessons Learned, looking for problems and take measures to continuous improvement.

This standard absorption GB/T 19001 and GB/T 28001 standard management philosophy, combined with the tobacco business enterprises actual work, to establish "people People have responsibilities, everything has procedures, standard-General, there are traces of process, performance appraisal has improved guaranteed, "the" six have "management

thinking," tube Reason "to regulate and requirements.

This standard covers the GB/T 19001 and GB/T 28001 standard requirements, and on this basis, combined with pipe tobacco business enterprise business the actual reason, an increase in tobacco commercial enterprise content management actually exists but the two standards are not involved. According to the standards established management system to meet the third party certification audit requirements.

The Standard Terms and GB/T 19001-2008 and GB/T 28001-2001 standard terms to establish a correspondence between (see Appendix C).

Tobacco business enterprise management system standard

1 Scope

This standard specifies requirements for tobacco commercial enterprise management system requires the establishment and operation management system.

This standard applies to the provincial, city, county tobacco commercial enterprises.

2.1 General

Management system should follow the "five level" requirements.

- a) The degree of coverage --- the management system should cover all sectors of business, job, work and workplace;
- b) describe the extent --- management system documentation should be described in sufficient, appropriate, easy to understand, easy to perform;
- c) awareness --- employees should do their jobs well known, the relevant work should be known, to a smattering of other work;
- d) shall ensure that the degree of implementation --- behavior at all levels and personnel management system in line with the requirements;
- e) the degree of information --- should establish an information platform to support management system.

Constituting 2.2 Management System

2.2.1 Elements

It consists of the following six elements.

- a) Everyone has duties --- clear management, executive level, the operation level of responsibility and authority;
- b) Program --- everything has determined to achieve the objectives of the program;

- c) the Director-General to determine the work in accordance with standard --- and objectives, resource requirements to ensure the achievement of objectives;
- d) the work process traces --- recording process and results, provide work retroactively, based on the assessment and improvement;
- e) performance evaluation --- there is supervision, inspection, evaluation process, evaluation results of the work;
- f) Improved guaranteed --- clear steps for improvement and methods to optimize workflow, improve the management system.

2.2.2 Process Approach

Process-based, "six of" the framework of the tobacco business enterprise management system is shown in Figure 1.

Figure 1 tobacco business enterprise management system schematic

2.3 Management policy and management objectives

Management policy is the purpose and direction of the management system. Determining management policy should comply with state laws and regulations, to meet customer and interested parties to Seeking to control security risks, reflecting the continuous improvement and consistent with industry development policies and shared values.

Management objectives is management principles embodied in the specific work process. Enterprises should be combined with the actual establishment of enterprise and various functions and levels of objectives