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**Specification for assessment of
automobile after-sales service**

汽车售后服务评价规范

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Specification for assessment of automobile after-sales service

1 Scope

This Standard specifies the assessment principles, assessment indexes, assessment processes, assessment methods, assessment results, etc. for assessment of automobile after-sales service.

This Standard applies to the assessment activities of automobile after-sales service.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition dated applies to this document. For undated references, the latest edition of the referenced documents (including all amendments) applies to this document.

GB/T 2894, *Safety signs and guideline for the use*

GB/T 16739 (all parts), *Certification requirements for motor vehicle maintenance and repair enterprise*

GB/Z 28828, *Information security technology – Guideline for personal information protection within information system for public and commercial services*

GB/T 36686-2018, *Specification for automobile after-sales service*

3 Terms and definitions

For the purposes of this document, the following terms and definitions, and those given in GB/T 36686-2018, apply.

3.1

auto after-sales service

Process in which repair and other technical services are provided for customers and their automobile products, in order to meet the requirements for their normal use of

automobile products.

[GB/T 36686-2018, definition 3.1]

3.2

customer

Organization or person who accept **automobile after-sales service** (3.1).

3.3

assessment participant

Automobile service provider who is assessed.

3.4

assessor

Organization or person who assesses the performance of **assessment participants** (3.3) in assessment activities.

4 Assessment principles

4.1 Impartiality

The assessment activities of assessor shall be impartial. Assessment results shall not be affected by factors of assessment activities, such as implementation difficulties and whether they are charged or not.

4.2 Effectiveness

Assessor shall be responsible for proper formulation and effective implementation of assessment schemes, accurate assessment of the true level of automobile after-sales service, and identification of real problems.

4.3 Credibility

Assessor shall collect and use authentic, objective data; assessment results shall reflect assessment activities objectively and accurately, without errors, which are credible.

4.4 Standard-ability

Assessment activities shall meet the requirements of assessment schemes, avoiding mistakes and reducing errors.

6.1.2 Determination of assessment scopes

Assessor shall determine the scopes of assessment activities, i.e. the contents of assessment activities of assessment objects.

6.1.3 Determination of assessment intervals

Assessor shall determine the time intervals of assessment activities, i.e. the sampling intervals of data used in assessment activities.

6.1.4 Preparation of assessment schemes

6.1.4.1 Assessor shall determine implementation procedures, time arrangements, assessment methods, etc., and prepare assessment schemes, according to assessment purposes and the other characteristics of assessment activities.

6.1.4.2 Assessor shall demonstrate and optimize assessment schemes in terms of operability, economic efficiency, scientific, effectiveness and so on.

6.1.4.3 Assessor can disclose assessment schemes or their parts within certain limits based on actual demands.

6.2 Assessment implementation

6.2.1 Establishment of assessment index systems

6.2.1.1 Assessor shall select appropriate assessment indexes from 5.2 ~ 5.6 and combine, cut and refine them, in accordance with assessment purposes, assessment schemes, characteristics of assessment participants, etc.

6.2.1.2 If necessary, assessment indexes not listed in 5.2 ~ 5.6 can be supplement according to the actual requirements of assessment activities.

6.2.1.3 Assessor shall select an appropriate weight calculation method to weight the above-mentioned assessment indexes, forming an assessment index system.

6.2.2 Acquisition and processing of data

6.2.2.1 Assessor shall determine the scopes, time intervals and methods for data acquisition, acquire data and carry out quality evaluation for data acquired, in accordance with assessment schemes.

NOTE 1: If necessary, multiple times of acquisition or supplementary acquisition can be carried out.

NOTE 2: Quality evaluation generally includes evaluation in data comprehensiveness, accuracy, consistency, correlation and so on.

mathematical mean method, summation method, de-extremum method and so on.

8 Assessment results

8.1 Contents

8.1.1 The assessment results shall include:

- details of assessment objects;
- assessment schemes (including assessment purposes, assessment scopes, assessment intervals, assessment index systems, assessment methods and so on);
- assessment basis;
- process of assessment activities;
- assessment scores and interpretation;
- assessment conclusions and descriptions;
- assessment time;
- details of assessor.

8.1.2 In accordance with the requirements and characteristics of assessment activities, assessment results should include:

- work suggestions on assessment objects and interested parties;
- use suggestions and use restrictions on assessment scores, assessment conclusions and other content.

8.1.3 Assessor should use such expression forms as charts, directly reflecting assessment scores, assessment conclusions and other content.

8.1.4 Assessor shall protect customers' information to prevent disclosure and loss; in case of any disclosure or loss which has occurred or is likely to occur, corrective measures shall be taken immediately. Assessor shall not provide customers' information illegally to other organizations or individuals in the form of diverting, selling, etc.; when assessment results need to cite customers' cases or relevant contents, assessor shall carry out technical processing based on the scope of publishing, using, etc. of assessment results.

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