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**Operating conditions for automobile maintenance and
repair trade - Part 1: The enterprise for automobile
maintenance and repair**

汽车维修业经营 业务条件 第 1 部分:汽车整车维修企业

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Table of Contents

Foreword.....	3
Introduction.....	6
1 Scope	7
2 Normative references	7
3 Terms and definitions	7
4 Organizational management conditions	8
5 Personnel conditions	10
6 Facility conditions	12
7 Equipment conditions.....	13
Bibliography	17

Operating conditions for automobile maintenance and repair trade - Part 1: The enterprise for automobile maintenance and repair

1 Scope

This document stipulates the organizational management, personnel, facilities and equipment conditions for the enterprise for automobile maintenance and repair.

This document applies to the business registration and management of Class I and Class II enterprises for automobile maintenance and repair (hereinafter referred to as “enterprises”).

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the version corresponding to that date is applicable to this document; for undated references, the latest version (including all amendments) is applicable to this document.

GB/T 5624, Motor vehicle maintenance and repair terms

GB/T 18344, Specification for the inspection and maintenance of motor vehicle

JT/T 155, Automotive lift

JT/T 324, Automotive spray booth

JT/T 1132.2, Vehicle maintenance and repair electronic archives system - Part 2: Data collection technical requirements

3 Terms and definitions

Terms and definitions determined by GB/T 5624 and the following ones are applicable to this document.

3.1

the enterprise for automobile maintenance and repair

4.2.1 There shall be standardized business workflow, public business acceptance procedures, service commitments and user complaint acceptance procedures.

4.2.2 The business license, motor vehicle maintenance and repair signboard, maintenance and repair quality guarantee period, price of commonly used accessories, man-hour norm and man-hour rate for common events in operation shall be clearly displayed in a conspicuous position.

4.2.3 Man-hour rate filing, automobile maintenance and repair contracts, automobile maintenance and repair expense settlement lists, automobile maintenance and repair records and statistical information submission systems shall be established and implemented.

4.2.4 The maintenance and repair process, parts management, cost settlement, and maintenance and repair files shall be managed electronically, and the electronic maintenance and repair data records of the automobiles maintained shall be filled in and uploaded in accordance with the requirements of JT/T 1132.2.

4.3 Quality management

4.3.1 Automobile maintenance and repair quality commitment, inspection, factory completion certificate management, automobile maintenance and repair file management, measurement management, equipment management, parts management and personnel training systems shall be established and implemented.

4.3.2 The automobile maintenance and repair file shall include the maintenance contract (repair order), factory entry, process, and completion inspection records, ex-factory certificate stubs, and maintenance and repair settlement lists.

4.3.3 The parts management system shall stipulate parts procurement, inspection and acceptance, warehouse management, information traceability, parts registration and ledger, and claim requirements.

4.3.4 There shall be complete and effective maintenance technical data and process documents for the vehicle model being repaired.

4.4 Safety management

4.4.1 A safety production management system that is suitable for the maintenance and repair work content shall be established and implemented, and corresponding safety protection measures shall be in place.

4.4.2 Safe operating procedures for the use of electromechanical equipment shall be formulated and clearly displayed at the corresponding work stations or equipment.

4.4.3 Corresponding safety protection measures and facilities shall be provided for the use and storage of toxic, flammable, explosive items, dust, corrosives, pollutants,

pressure vessels, etc. Safety protection facilities shall have be provided with obvious warning and prohibition signs.

4.4.4 Production plants and parking lots shall meet various requirements for production safety and fire protection. The location of safety and fire protection facilities shall clearly indicate the management requirements and operation specifications of the facilities.

4.4.5 There shall be an emergency plan for production safety accidents.

4.5 Environmental protection management

4.5.1 A management system – which meets environmental protection requirements – for centralized collection, classified storage and effective processing of waste oil, waste liquid, exhaust gas, waste water, used batteries, scrap tires, asbestos-containing waste and hazardous waste and for keeping the environment tidy shall be established and implemented.

4.5.2 The storage area for hazardous substances shall be clearly defined, and isolation and control measures shall comply with environmental protection requirements.

5 Personnel conditions

5.1 There shall be technical personnel in charge, management personnel for safety production, quality inspection personnel, business reception personnel, and maintenance and repair technicians engaged in machine repair, electrical appliances, sheet metal (body repair) and coating (body coating).

5.2 Technical person in charge shall be familiar with the automobile maintenance and repair business, master automobile maintenance and repair as well as related policies, regulations and technical specifications, have a college degree or above in automobile maintenance and repair or related majors, or have an intermediate or above professional technical title in automobile maintenance and repair or related majors.

5.3 Management personnel for safety production shall be familiar with national safety production laws and regulations, and have knowledge of automobile maintenance and repair safety production operations and safety production management capabilities.

5.4 Quality inspector personnel shall be familiar with automobile maintenance, repair and inspection operation specifications, master the relevant technologies of automobile maintenance and repair fault diagnosis and quality inspection, be familiar with automobile maintenance and repair service charging standards and relevant policies, regulations and technical specifications, have a high school degree or above, and hold a motor vehicle driving license suitable for the vehicle model being repaired.

6 Facility conditions

6.1 Reception room (including customer lounge)

6.1.1 There shall be a reception room. The area of the reception room for Class I enterprises shall not be less than 80 m², and the area of the reception room for Class II enterprises shall not be less than 20 m².

6.1.2 The reception room shall be clean and bright, and shall be provided with facilities for customers to rest.

6.2 Parking lot

6.2.1 The parking lot area of Class I enterprises shall not be less than 200 m², and the parking lot area of Class II enterprises shall not be less than 150 m².

6.2.2 The leased parking lot shall be provided with a written contract and the lease term shall be no less than 1 year.

6.2.3 The parking lot ground shall be smooth and solid, and the parking lot markings shall be clear.

6.3 Production plant and site

6.3.1 The area of the production plant shall be able to meet the work station layout, production process and normal operations of the equipped equipment, and be compatible with its business operations. The area of the production plant of Class I enterprises that are only engaged in the maintenance and repair of single operating item of small vehicle, large and medium passenger vehicle and heavy-duty goods vehicle shall be no less than 800 m², and the area of the production plant of Class II enterprises shall be no less than 200 m².

6.3.2 For enterprises engaged in the maintenance and repair of multiple operating items of small vehicle, large and medium passenger vehicle and heavy-duty goods vehicle, the area of the production plant shall be no less than the cumulative value of the area of the production plant of the enterprise engaged in the maintenance and repair of a single operating item.

6.3.3 There shall be pre-inspection station, assembly maintenance room or isolation station in the production plant, which shall be suitable for the vehicle model repaired. The area of the assembly maintenance room or isolation station of Class I and II enterprises shall not be less than 20 m².

6.3.4 The leased production plant shall be provided with a written contract and the lease term shall be no less than 1 year.

6.3.5 The floor of the production plant shall be flat and solid.

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