



商品售后服务认证规则

Rules for product after-sales service certification

制定修订 Formulate or modify			修订内容摘要 Revision Summary	制定 Formulated	审核 Checked	核准 Approved
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2019 年 11 月 25 日	A	0	新发行 New issue	高礼伟	高礼伟	Sam Zhu
2025 年 6 月 5 日	A	1	根据《国家认监委关于 加强认证规则管理的公告》 修订相关内容 Revise relevant content according to the Announcement of the State Administration for Market Regulation on Strengthening the Management of Certification Rules	汪红	高礼伟	高礼伟
2025 年 8 月 25 日	A	2	根据整改要求修订 相关内容 Revise the relevant content in accordance with the rectification requirements	汪红	高礼伟	高礼伟

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	华认标准技术服务（苏州）有限公司 CCATS (SuZhou) Co., Ltd	编号 No.: CCATS-PSQP-04
	商品售后服务认证规则 Rules for product after-sales service certification	版本 Version: A2

1.适用范围 Scope

本实施规则用于规范华认标准技术服务（苏州）有限公司依据 GB/T 27922-2011《商品售后服务评价体系》开展批发业和零售业服务认证领域-商品售后服务认证活动，本规则适用于所有向本机构申请商品售后服务认证的组织。旨在结合认证认可相关法律法规和技术标准对审查组织批发零售业服务实施过程作出具体规定，明确公司对认证过程的管理责任，保证认证活动的规范有效。This implementation rule is used to standardize the certification activities of CCATS in the field of wholesale and retail service certification in accordance with GB/T 27922-2011 Product After sales Service Evaluation System, This rule applies to all applying organizations that apply to this institution for after-sales service certification of goods. Aiming to make specific provisions for evaluating the implementation process of wholesale and retail industry services by combining relevant laws, regulations, and technical standards for certification and accreditation, clarify the company's management responsibility for the certification process, and ensure the standardization and effectiveness of certification activities.

2. 领域划分

根据国家认监委 2016 年第 24 号公告，参照 GB/T 7635.2《全国主要产品分类与代码 第二部分不可运输产品》，商品售后服务服务认证属于 03 批发和零售业服务类别。According to the Announcement No. 24 of 2016 of the Certification and Accreditation Administration of the People's Republic of China, referring to GB/T 7635.2 "National Classification and Code of Major Products - Part 2: Non-transportable Products", the certification of after-sales service for commodities belongs to the category of 03 Wholesale and Retail Trade services.

3. 认证依据 Certification basis

本规则用于规范依据 GB/T 27922-2017《商品售后服务评价体系》标准在中国境内开展的商品售后服务服务认证活动。This rule is intended to regulate the after-sales service certification activities for commodities conducted within China in accordance with the standard of GB/T 27922-2017 "After-sales Service Evaluation System for Commodities".

4. 对 CCATS 的基本要求 Basic requirements for CCATS

4.1 获得国家认监委批准、取得从事批发业和零售业服务认证的资质。Obtained approval from the CNCA and obtained qualifications to engage in wholesale and retail service certification.

因认证规则属于本公司技术文件，如需获取完整版，请致电我司工作人员获取，联系电话：**0512-36626918**。