



华认标准技术服务（苏州）有限公司

CCATS(SuZhou)Co.,Ltd

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 |
|-----------------------------|---------------|----------|---|------------------|---------------|----------------|
| 修订日期 Date | 版 Versions | 次 No. | | | | |
| 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 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 |
| 2026年5 月6日 | A | 3 | 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: A3 |

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.

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4.2 认证能力、内部管理和工作体系符合 GB/T 27065/ISO/IEC 17065 《合格评定 产品、过程和服务认证机构要求》。The certification capability, internal management, and work system comply with GB/T 27065/ISO/IEC 17065 *Requirements for Certification Bodies for Conformity Assessment of Products, Processes, and Services*.

4.3 建立内部制约、监督和责任机制，实现培训（包括相关增值服务）、审查和作出认证决定等工作环节相互分开，符合认证公正性要求。Establish internal restriction, supervision and responsibility mechanisms to separate training (including relevant value-added services), audit and certification decisions from each other, meeting the requirements of certification fairness.

4.4 鼓励 CCATS 通过国家认监委确定的认可机构的认可，证明其认证能力、内部管理和工作体系符合 GB/T 27065/ISO/IEC 17065 《合格评定 产品、过程和服务认证机构要求》。The CCATS are encouraged to pass the accreditation of the accreditation bodies determined by the CNCA to prove that their certification capabilities, internal management and working systems comply with the requirements of GB/T 27065/ISO/IEC 17065 *Requirements for Conformity Assessment Product, Process, and Service Certification Bodies*.

4.5 不得将申请认证的组织（以下简称申请组织）是否获得认证与参与认证审核的审核员及其他人员的薪酬挂钩。It is not allowed to link whether the organization applying for certification (hereinafter referred to as the applicant organization) has obtained certification with the remuneration of auditors and other personnel participating in certification audit.

4.6 CCATS 在编制认证规则时应考虑 GB/T 27007《合格评定 合格评定用规范性文件的编写指南》、GB/T 27060-2025 《合格评定良好实践指南》、GB/T27400-2020 《合格评定 服务认证技术通则》等标准要求，确保满足利益相关方及公正性等要求。When formulating the certification rules, CCATS should take into account the requirements of standards such as GB/T 27007 "Conformity Assessment - Guidelines for the Preparation of Normative Documents for Conformity Assessment" and GB/T 27060-2025 "Good Practice Guidelines for Conformity Assessment", GB/T27400-2020 General Principles for Technical Certification of Conformity Assessment Services, to ensure that the requirements of stakeholders and impartiality are met.

4.7 CCATS 在编制认证规则时应考虑 GB/T 27207 《合格评定 服务认证模式选择与应用导则》的要求，在认证规则中明确服务认证的认证模式，应包括对服务特性测评的相关要求

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。