



**Zhong Sheng De Shang Inspection and
Certification (Chengdu) Limited Liability
Company
Customer Satisfaction Service Certification
Implementation Rules**

CRC-C009-A/0

Revision and Change

prepared by	Review	approve	Version number	
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Revision Notes		Revision Pages	Revision Date	approve

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CRC (China Certification & Inspection Group) Co., Ltd. (Chengdu) was established.

On December 30, 2021, the certification body issued the following approval certificate: CNCA-R-2022-

1000. The company is an independent third-party certification body dedicated to quality, environmental, and occupational health and safety system certification, as well as service certification.

CRC has established a sound management system in accordance with the "Company Law of the People's Republic of China" and relevant national certification and accreditation laws and regulations. Its robust impartial services ensure the professionalism, independence, and impartiality of the company's operations and management.

Adhering to the quality policy of "sincerity, professionalism, integrity, and trustworthiness," the company...Strengthen its own development, and at the same time actively use scientific methods to improve its certification services. Our actions have earned the trust of more and more customers.

These rules serve as the fundamental basis for CRC to conduct all types of service certifications, and are also the guidelines that CRC and all organizations that have obtained or are preparing to obtain CRC service certifications should jointly abide by.

These rules are based on current accreditation and certification requirements. When accreditation and certification requirements, or other referenced documents, change, CRC will revise these rules and promptly notify certified organizations. Clients can request the latest version of the certification rules from CRC when applying for certification.

Note: Our company has not yet obtained CNAS accreditation. Due to multiple related factors, this...

The rules include certain recognition requirements that reflect factors related to the company's sustainable development.

Zhongsheng Deshang Inspection and Certification (Chengdu) Co., Ltd.

Chapter 1 General Provisions

1.1 Purpose

The purpose of these rules is to meet the requirements of the "Regulations of the People's Republic of China on Certification and Accreditation", the "Administrative Measures for Certification Bodies" and accreditation bodies, and to explain the requirements for applying for service certification, implementing service certification and maintaining service certification.

1.2 Scope of Application

These rules serve as the fundamental basis for all CRC service certifications and are also the basis for CRC and all organizations that have obtained or are preparing to obtain CRC service certification. The principles that should be followed by all.

This rule applies to:

- Service certification application;
- Implementation of service certification;
- Maintaining service certification.

1.3 Certification Basis

The service authentication areas to which these rules apply include:

SC13 Support Services

— — SB/T 10409-2007 Standard for Customer Satisfaction Measurement in Commercial Service Industry

For more detailed information on the rules, please contact CRC headquarters at 028-83555628 or email ChinaCRC@VIP.163.com .