

	深圳诺测检测技术有限公司 Shenzhen NCT Testing Technology Co.,Ltd.	File No. /文件编号	NCT-GI-007
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1 Purpose 目的

In order to follow the management principle of “focus on customers”, better serve the certified organizations, strengthen the management of the organization, and improve customer satisfaction, this procedure is specially formulated.

为了遵循“以顾客为关注焦点”的管理原则，更好的为获证组织服务，加强机构的管理工作，提高顾客的满意度，特制订本程序。

2 Scope 适用范围

This Document applies to the service work of an organization that has signed a certification contract with this institution.

本文件适用于对与本机构签订了认证合同的组织的 service 工作的要求。

3 Authorization 权限

The business department is responsible for providing services to customers.

业务部负责对客户的服务工作。

4 Procedure 程序

4.1 Customer communication 客户沟通

4.1.1 The business department should take the initiative to maintain a good communication channel with the organization to be applied for certification, the organization that is applying for certification, or the certified organization, and seek the possibility and opportunity for long-term cooperation with organizations with good certification intentions and records.

业务部应主动与拟申请认证组织、正在申请认证的组织或获证组织保持良好的沟通渠道，谋求与有良好认证意向和记录的组织长期合作的可能和机遇。

4.1.2 Information on certification organization information and changes obtained from various sources shall be recorded in a timely manner, and appropriate measures shall be taken when necessary.

对各种渠道获取的认证组织信息和变化的信息应及时记录，必要时采取相应的措施。

4.1.3 If the certified organization requests to re-sign the contract, it should keep abreast of the situation and provide relevant applications and contracts.

如果获证组织要求重新签订合同，则应及时了解情况，提供相关申请书和合同

4.1.4 The workflow for the acceptance, review, signing, and project approval of the management system certification contract shall be implemented in accordance with the provisions of the NCT-QPPC-4.1-01 “Review of Requests, Tenders and Contracts”. The work process of acceptance, review, signing, and project establishment of the inspection contract shall be carried out in accordance with the provisions of NCT-QPPC-4.1-01 “Review of Requests, Tenders and Contracts”.

管理体系认证合同的受理、评审、签订、立项的工作流程参照NCT-QPPC-4.1-01《审查请求，标书和合同》规定执行。检验合同的受理、评审、签订、立项的工作流程参照NCT-QPPC-4.1-01《审查请求，标书和合同》规定执行。

4.1.5 The lowest price for the signing of the management system certification contract shall be implemented in accordance with the NCT-QPPC-4.1-01-F01 “Certification Quotation”.

管理体系认证合同签订价格最低价格，一律按NCT-QPPC-4.1-01-F01《认证报价》规定执行。

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4.2 Change in contract 合同变更

4.2.1 The following may be involved in a customer's contract change:

客户发生合同变更时可能会涉及以下内容:

a.Legal status, business status, organizational status or ownership

法律地位、经营状况、组织状况或所有权

b.Organization and management (eg key management, decision making or technical staff)

组织和管理层 (如关键的管理、决策或技术人员)

c.Contact address and location

联系地址和场所

d.The scope of operation covered by the certificate management system

获证管理体系覆盖的运作范围

e.Major changes to management systems and processes, etc.

管理体系和过程的重大变更等

4.2.2 Contract change is managed by the business department

合同变更由业务部统一管理

4.2.3 When the certification organization proposes a contract change, it shall fill out the NCT-GI-007-F01 "Change Application Form" in duplicate and submit it to the business department for approval and entry procedures.

认证组织提出合同变更, 应填写NCT-GI-007-F01 《变更申请表》, 一式两份, 提交市场客服部统一办理审批、录入手续。

4.2.4 When the content of the contract proposed by the certification organization only involves the organization name, contact person, workplace, etc., which does not affect the operation of the management system, after the system/product certification department confirms the provided certification materials, the integrated management department will change the contract. If the relevant information is entered into the "institutional database", if the certificate needs to be replaced, the NCT-GI-007-F01 "Change Application Form" should be forwarded to the General Management Department to issue the certification certificate for the certified organization.

当认证组织提出的合同变更内容仅涉及到组织名称、联系人、工作场所等不影响到管理体系运行的内容时, 由体系/产品认证部确认提供的认证资料后, 综合管理部将合同变更的相关信息录入“机构数据库”如果需要更换证书, 应将NCT-GI-007-F01 《变更申请表》转交综合管理部, 为获证组织换发认证证书。

4.2.5 When the content of the contract change proposed by the certification organization involves the expansion or reduction of the scope of the certification, which affects the operation of the management system, The business department shall require the certification organization to provide the management system documents and relevant qualification certificates, and organize the audit/inspection. The project manager reviews the scope of the change certification.

当认证组织所提出的合同变更内容要求涉及到认证范围的扩大或缩小等影响到管理体系运行的内容时, 市场客服部应要求认证组织提供管理体系文件和相关的资质证明, 并组织审核/检验项目管理人员对变更认证范围进行评审。

4.2.6 In the on-site audit/inspection process, if the audit/inspection direction audit/inspection group proposes a contract change request, or the evidence of the effective operation of the management system provided by the audit/inspector cannot cover the scope of certification as stipulated in the certification contract, the certification needs to be narrowed down. In the scope, the change information will be returned to the

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system/product certification department along with other audit/inspection data, and the system/product certification department will notify the market customer service department to handle the contract change procedure, and the change content should be reflected in the NCT-CI-014-F05 “Factory Inspection Report”. Consistent with the content of the certificate.

在现场审核/检验过程中，如果受审核/检验方向审核/检验组提出合同变更要求，或受审核/检验方提供的管理体系有效运行的证据不能覆盖认证合同约定的认证范围，需要缩小认证范围时，并将变更资料随其他审核/检验资料交回体系/产品认证部，由体系/产品认证部通知市场客服部办理合同变更手续，变更内容应在NCT-CI-014-F05《工厂检查报告》中体现，并与证书内容一致。

4.2.7 In the on-site audit/inspection process, if the audit/inspection direction audit/inspection group requests the expansion of the scope of certification, the audit/inspection team leader has no right to decide on his own, and the change information should be promptly submitted to the market customer service department, system/product certification. The Ministry reports that it can only be audited/inspected after obtaining authorization. The certification organization fills out the NCT-GI-007-F01 “Change Application Form” and provides relevant information, and the review/inspection file is returned to the system/product certification department. The system/product certification department will pass the change information to The business department for the contract change procedure.

在现场审核/检验过程中，如果受审核/检验方向审核/检验组提出认证范围扩大的要求时，审核/检验组长无权自行决定，应将变更信息及时向市场客服部、体系/产品认证部汇报，在取得授权后，方可进行审核/检验。由认证组织填写NCT-GI-007-F01《变更申请表》，并提供相关资料，随审核/检验档案交回体系/产品认证部。由体系/产品认证部将变更资料传给市场客服部办理合同变更手续。

4.2.8 All matters related to the amount of the certification organization contract change shall be handled by The business department.

凡认证组织合同变更涉及到金额的事宜，一律由市场客服部负责办理。

4.3 Customer maintenance 客户维护

4.3.1 The business department is responsible for the division of maintenance for all certified companies and provides a list of maintenance companies on a regular basis.

业务部负责对所有获证企业进行维护的划分，并定期提供维护企业名单。

4.3.2 Market personnel communicate with the certification organization at least twice a year and fill in the contact records with customer records. The contact includes at least the following: the time for the certified company to supervise the inspection, and the certification organization's audit/inspection needs.

市场人员每年至少两次与认证组织进行沟通联系，并将联系记录填入客户档案。联系至少包括以下内容：获证企业监督检验时间的确定、认证组织的审核/检验需要。

4.3.3 The service to the VIP customer is increased on the original basis, the VIP enterprise contact file is established, and the customer information is transmitted to the system/product certification department in time.

对VIP客户的服务在原有基础上增加联系次数，建立VIP企业联系档案，并将客户信息及时向体系/产品认证部传递。

4.3.4 Collect customer information online from the Internet on a regular basis and promptly feedback relevant leaders.

每月定期从网上收集客户信息，并及时反馈有关领导。

4.3.5 The business department holds at least two customer events (including symposiums and special trainings) each year.

业务部每年至少举办两次客户活动（包括座谈会、专项培训）。

4.3.6 The business department is responsible for issuing the “Quality and Certification” magazine to the certification organization.

业务部负责向认证组织发放“质量与认证”杂志。

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4.3.7 For any abnormalities or losses that occur in the certification organization, they should be re-examined and the causes of the abnormalities and losses should be identified. Then, they should be reported to the market customer service department manager. For the loss of VIP customers, the cause of the loss should be identified and analyzed to determine whether remedial measures should be taken and whether improvement measures should be implemented. Finally, they should be reported to the management representative/quality director.

对认证组织出现的异常、流失应再次落实并查明异常、流失原因后上报市场客服部经理，对VIP客户的流失应查明流失原因并分析是否采取补救措施及是否采取改进措施，上报管理者代表/质量负责人。

4.4 Suspension, cancellation of certification 暂停、撤销认证的办理

4.4.1 The suspension and cancellation of the handling shall be carried out by The business department, and the implementation of the NCT-CI-007 “Certification Suspension and Reinstatement”.

暂停、撤销办理统一由市场客服部进行，执行NCT-CI-007《认证暂停和恢复》。

4.5 Certification organization information collection and evaluation 认证组织信息收集和评价

4.5.1 The business department collects feedbacks from customers on the certification services provided by the organization through the issuance of the Certificate of NCT-GI-007-F02 “Customer Satisfaction Survey Form”, organization of symposiums of certified enterprises, visits by customers, telephone calls, and regular organization of investigations. Timely classify, collect, and analyze the collected information, report the analysis results and improvement suggestions to the agency leaders and relevant departments, and serve as the basis for continuous improvement of the organization management system.

业务部每年通过发放NCT-GI-007-F02《客户满意度调查表》，组织获证企业座谈会、客户走访、电话回访、定期统一组织调查等方式收集顾客对机构提供认证服务的反馈意见，并及时对所收集的信息进行分类、统计、分析，将分析结果及改进建议报机构领导及有关部门，并作为机构管理体系持续改进的依据。

4.5.2 Each year, the market customer service department randomly selects 10%-20% of the organizations from the certified organizations to issue the NCT-GI-007-F02 “Customer Satisfaction Survey Form” to conduct customer satisfaction survey, and the recovery rate should be no less than 90%.

每年由市场客服部从获证组织随机抽取10%-20%的组织发放NCT-GI-007-F02《客户满意度调查表》，进行顾客满意度调查，收回率应不低于90%。

4.5.3 The customer satisfaction survey content is determined by the market customer service department based on market development trends, customer needs, and institutional work. The whole is divided into three levels (contract acceptance stage, audit/inspection process stage, post-certification service stage).

顾客满意度调查内容，由市场客服部依据市场发展趋势、客户需求并结合机构工作进行确定。整体分三个层次（合同受理阶段、审核/检验过程阶段、证后服务阶段）进行调查。

4.5.4 The market customer service department conducts data statistics and analysis according to the NCT-GI-007-F02 “Customer Satisfaction Survey Form”.

业务部根据制定的NCT-GI-007-F02《客户满意度调查表》进行数据统计及分析。

Customer satisfaction score statistics

顾客满意度得分统计

Project 项目	Contract acceptance 合同受理	Audit/inspection process 审核/检验过程	Post-certification service 证后服务	Total 合计
Weighting factor 加权系数	20%	50%	30%	100%

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Full score 满分	10	10	10	10

5 Related Procedures, Forms & Templates 相关程序，表格和模板

5.1 NCT-QPPC-4.1-01 Review of Requests, Tenders and Contracts 《审查请求，标书和合同》

5.2 NCT-GI-007-F01 Change Application Form 《变更申请表》

5.3 NCT-CI-007 Certification Suspension and Reinstatement 《认证暂停和恢复》

5.4 NCT-GI-007-F02 Customer Satisfaction Survey Form 《客户满意度调查表》

5.5 NCT-QPPC-4.1-01-F01 Certification Quotation 《认证报价》

5.6 NCT-CI-014-F05 Factory Inspection Report 《工厂检查报告》

6 Related Specific Programs' Procedures, Forms & Templates

特定流程的相关程序，表格和模板

6.1 N/A. 不适用。

7 Reference Material 参考资料

7.1 *"General requirements for the competence of testing and calibration laboratories" ISO/IEC 17025*
《测试和校准实验室能力的一般要求》ISO/IEC 17025

7.2 *"Product Certification – Requirements for the operation of various types of bodies performing inspection" ISO/IEC 17020*

《产品认证-检验的操作要求》ISO/IEC 17020

7.3 *"Conformity assessment - Requirements for bodies certifying products, processes and services" ISO/IEC 17065*

《合格评定 产品、过程和服务认证机构要求》ISO/IEC 17065

7.4 *"Criteria for accreditation and evaluation of the qualification of inspection and testing institutions" 2023*

《检验检测机构资质认定评审准则》2023

7.5 *"Conformity assessment — Requirements for bodies providing audit and certification of management systems" ISO/IEC 17021*

《合格评定 管理体系审核和认证机构的要求》ISO/IEC 17021

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=== END 结束 ===