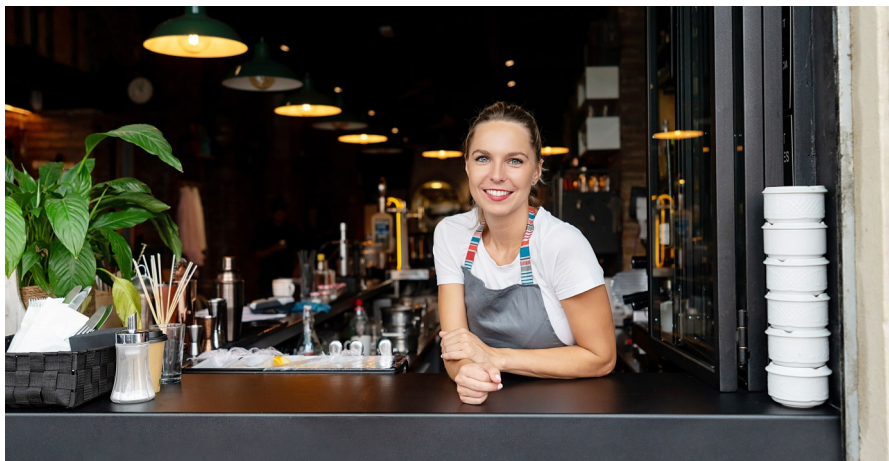


服务认证

运用合格评定技术对服务提供者的服务及管理能力的能否达到相关服务标准要求提供第三方证明。

服务认证关注顾客体验，旨在为相关方提供服务满足标准的信心，本质为“传递信任、服务发展”。



服务认证背景

我国服务行业快速发展，服务质量问题已成为消费者高度关注的内容，如何为消费者提供高质、高效的服务，提升顾客体验、获得客户满意将成为企业关注焦点。

服务认证从顾客角度出发，立足于顾客感知，借助服务蓝图技术识别顾客接触点，通过提升顾客接触点服务体验，提升顾客满意度；同时提升组织管理水平，改善整体服务。

选择服务认证的益处

通过服务认证，您的公司将从以下几个方面获益：

1. 提升服务供给质量水平：通过符合性评定与对企业服务特性的深度挖掘，提供给企业以改进服务的信息，激发企业提升服务质量和水平，争做行业标杆，提升市场竞争力。

2. 提供有公信力的第三方证明：服务认证可以通过对顾客需求的诊断，来保证顾客最关心的关于服务质量的问题被纳入评价体系，引导顾客选择通过认证的服务提供者，以保证服务质量和自身合法权益。

选择Intertek的原因

Intertek是全球领先的全面质量保障服务机构，始终以专业、精准、快速、热情的全面质量保障服务，为客户制胜市场保驾护航。我们以超越传统的质量控制手段，打造创新和定制的保障、测试、检验和认证解决方案，为客户的运营和供应链带来全方位的安心保障。

Intertek是国内最早获得服务认证资格的认证机构之一，我们创新的全面质量保障服务，结合国际多年的审核与认证经验以及国内如“上海品牌”等成熟业务流程，能为客户的服务品牌提供强力支撑。

100+

国家

1000+

实验室和分支机构

46000+

专业员工

Intertek获中国国家认证认可监督管理委员会(CNCA)批准，获批的服务认证专业领域包括：

- 批发业和零售业服务；
- 住宿服务、食品和饮料服务；
- 运输服务。

联系我们

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Service Certification

Using conformity assessment technology to provide third-party certification on whether the service and management ability of service providers can meet the requirements of relevant service standards.

Service certification focuses on customer experience, aiming to provide the relevant parties with confidence to meet the standards. The essence is "delivering trust and service development".



Background of Service Certification

With the rapid development of the service industry, service quality has become a high concern of consumers. How to provide high-quality and efficient service for consumers, improve customer experience and obtain customer satisfaction will become the focus of enterprises.

Service certification was based on customer perception from the perspective of customers, to identify customer contact points and improve customer satisfaction by improving customer contact points service experience with the help of service blueprint technology. At the same time, improve the level of organizational management and the overall service.

Benefits of Service Certification

Registering service certification, your company will benefit from the following aspects:

1. Improve the level of service supply quality: Through compliance assessment and in-depth mining of enterprise service characteristics,

provide enterprises with information to improve service, stimulate enterprises to improve service quality and management level, strive to become industry benchmark, and enhance market competitiveness.

2. Provide credible third party certification: Through the diagnosis of customer needs, service certification can ensure that the most concerned problems about service quality are included in the evaluation system, and guide customers to choose certified service providers to ensure service quality and their own legitimate rights and interests.

How Intertek can help

Intertek is a leading Total Quality Assurance provider to industries worldwide, delivers innovative and Assurance, Testing, Inspection and Certification solutions for our customers' operations and supply chains. Intertek Total Quality Assurance expertise, delivered consistently with precision, pace and passion, enabling our customers to power ahead safely.

Intertek is one of the earliest certification institutions to obtain service certification qualification in China. Combined with many years of international audit, certification

experience and domestic mature business processes such as "Shanghai brand", our innovative Total Quality Assurance can provide strong support for customers' service brand.

100+
countries

1000+
laboratories and offices

46000+
people

Intertek is approved by **Certification and Accreditation Administration of the P. R. C (CNCA)**, and the approved service certification professional fields include:

- Wholesale and retail services.
- Accommodation services, food and beverage services.
- Transportation services.

FOR MORE INFORMATION

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