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CAR TRANSPORT SERVICE QUALITY MANAGEMENT SYSTEM (RTT)(CHINESE EDITION)



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paperback. Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Paperback. Pub Date :2004-01-01 Publisher: China Metrology Publishing title: car transport service quality management system Original Price: \$ 43 Author: Hongsheng Wei Press: China Metrology Publishing Publication Date :2004 -1-10 : 00:00 ISBN: 9787502620462 words: Page: Revision: Binding: Folio: Weight: Editor's executive summary of the book based on the 2000 version of the ISO 9000 family of international standards. and combined with the status and characteristics of China's automobile transportation service quality management on how to establish and implement the Service Quality Management System system. Its main contents include: Overview of international standards of quality management system; join the the impact the WTO of China's automobile transportation; automobile transportation services in the planning of the quality management system; motor transport service quality management system documentation; motor transport service quality management system to establish and run evaluation and improvement. as well as car transport service quality management system certification. Book while in theory expounded with examples introduced to facilitate enterprise reference in the establishment and implementation of service quality management system. Table of Contents Chapter 1 Section II of the service and the quality of service of the first section of services and service industry the third chapter of the international standardization of services and trade in services quality management quality management system standard Section 1 Section II of the quality management system standard WTO accession After the first section on the impact of China's automobile transportation Section II's accession to the WTO. the WTO and its GATS (GATS). the challenges facing China's automobile transportation and Countermeasures Chapter automobile transportation service quality management system planning first Festival car transport service quality management system planning principles and in accordance with Section II...



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