

## Chapter 10 | Developing a Flourishing Service Sector

With a focus on meeting the needs of industrial transformation and upgrading and upgraded consumer spending, we will boost the effective supply of the service sector, improve the efficiency and quality of services, and create a new system of high-quality, efficient, well-structured, and highly competitive service industries.

### Section 1 Encouraging the Integrated Development of Producer Services

Guided by the high-quality development of service-oriented manufacturing, we will push producer services to move toward specialization and the higher end of the value chain. We will see that the development of services such as R&D design, industrial design, business consulting, inspection, testing and certification is accelerated with a view to promoting innovation in industry. To allocate production factors more efficiently, we will promote the innovative development of supply chain finance, information and data, human resources, and other services. We will improve the quality of modern logistics, procurement and distribution, production control, operation management, and after-sales services with a focus on strengthening the strengths of the entire industrial chain. We will promote the full integration of modern services with advanced manufacturing and modern agriculture, strengthen business linkages, chain extensions, and technology penetration, and support the development of new specialized service institutions such as

intelligent manufacturing system solutions and process re-engineering. We will foster internationally competitive service enterprises.

## Section 2

### Accelerating the Development of Better Consumer Services

We will upgrade and diversify consumer services with a focus on improving convenience and service experience. We will develop health, elderly care, childcare, culture, tourism, sports, property management, and other services at a faster pace, strengthen the supply of public welfare and basic services, and expand the supply of services throughout the life cycle. We will continue to develop housekeeping services in terms of quality and capacity, and link their development with that of smart communities, elderly care, and childcare. We will encourage the goods distribution sector to develop new forms and models of business, facilitate digital and intelligent transformations and cross-sectoral integration, and meet consumer demand through all online and offline channels. We will further improve standards for elderly care, housekeeping and other services and the certification and accreditation systems for consumer services to promote integrity and professionalism throughout the sector.

## Section 3

### Deepening Reform and Opening Up of the Service Sector

We will expand the opening up of the service sector both externally and internally, further relax market access, straighten out all unreasonable restrictions, and encourage non-governmental actors to increase the supply of diverse services at multiple levels. We will improve policies for supporting the development of the service sector and make innovations in land, fiscal, finance, and price policies so they are adapted to new forms and models of

business and the needs for achieving integrated development of the service sector. We will improve quality standard systems in the service sector and ensure standards are fully enforced and widely popularized. We will accelerate the formulation of regulatory catalogs, procedures, and standards for key service areas and create a highly efficient and coordinated oversight system. We will improve the systems for evaluating professional titles for skilled service personnel and encourage service sector workers to take part in vocational skills training and appraisal. Efforts will be made to advance comprehensive reform trials in the service sector and expand its opening up.