**2018 年大型轮式拖拉机质量调查实施方案**

为落实好“2018 年农业机械质量调查计划”（农办机

〔2018〕12 号），确保 2018 年大型轮式拖拉机质量调查工作

顺利、有效实施，按照《农业机械质量调查办法》要求制定

本方案。

一、相关依据

1、《农业机械质量调查办法》

2、DG/T 001 《农业轮式和履带拖拉机》推广鉴定大纲

3、GB/T24648.1-2009《拖拉机可靠性考核》

二、调查内容

了解大型轮式拖拉机生产企业及产品基本情况。调查在

用大型轮式拖拉机产品安全性、可靠性、适用性和售后服务

状况等方面的情况。

三、调查对象、范围和抽样方案

**（一）调查对象**

调查对象为 2016 年购买、使用满一个作业季节，且享

受农机购置补贴的 100-150 马力大型轮式拖拉机中抽取。

**（二）调查范围**

调查范围为大型拖拉机使用量较大的 7 个代表省（区），

分别是内蒙古、吉林、黑龙江、江苏、安徽、山东、河南。

**（三）抽样方案**

1

在调查区域内，对销售量较大的大型轮式拖拉机共 31

个型号的产品进行调查，并根据被调查机型在 7 个省（区）的补贴情况，确定各省调查的机型和数量。

被调查的机型和涉及的企业，以及每个项目参加单位拟调查的用户数量由农业农村部农业机械试验鉴定总站（以下简称“总站”）确定。每个被调查机型的调查用户由项目参加单位从本省的补贴用户名单中随机抽取，被调查的用户应具有区域代表性，能够反映被调查机型的真实使用情况。

本次拟调查 31 家企业生产的 31 个型号的大型轮式拖拉机产品，动力范围在 100-150 马力之间，具体情况及其调查用户数量见附件 1。

四、调查方法

**（一）企业及产品基本情况调查**

采用向生产企业发函的方式进行，必要时通过电话沟通

或实地了解予以确认。生产企业按要求填写企业及产品基本

情况调查表（附件 2）。对于产品基本情况调查，只涉及本次

被调查的机型。

**（二）用户调查**

可采取入户调查、作业现场查看和召开座谈会的方式进

行。按照用户调查表（附件3）的内容，逐一询问用户对所

用产品在安全性、可靠性、适用性以及售后服务等方面的体

2

验情况，逐项完成调查表填写调查应见人见机，对用户反映

反映的质量问题，尤其对有质量投诉或已发生质量安全事故

的产品，应详细询问，并注意收集相关图片、资料等证据。

调查结束后，调查人员和用户需在调查表上签字确认。

五、调查结果的评价方法

**（一）用户满意度测评**

**1、评价指标**

对第n个产品（n=1,2，……，31），以产品总体满意指数

IAn（A级指标得分）评价用户对被调查产品的整体满意程度

（取全部被调查用户评价结果的平均值）；以产品单项满意

指数IBnp（B级指标得分，p=1,2,3,4）分别评价用户对产品的

安全性、可靠性、适用性和售后服务状况的满意程度；满意

指数采用用户满意度调查的方式进行，具体内容包括影响4

个B级指标的若干因素（C级指标）。轮式拖拉机质量调查评

价指标体系及各指标权重见附件4。

对本次调查，以综合满意指数IZ评价用户对全部被调查

产品的综合满意程度（取31个产品的IA的平均值）。

**2、评价方法**

**（1）用户评价打分。**由每位用户对被调查机型的C级指

标进行5级评价，即：很不满意、不满意、一般、满意、很

满意，各等级对应的分值分别为1、2、3、4、5。

**（2）计算三级指标评价分值。**按式（1）、式（2）和式

3

（3）分别计算单项C级指标评价分值*ECij*、单项B级指标评价

分值*EBi*和A级指标的评价分值EA。

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | 1 | *N* |  |
| *E* | *Cij=* |  *X Cijk* |  |
| *N* |  |
|  | *k* 1 |  |

*mi*

*EBi=* *c ij·ECij*

*j* 1

4

*EA=**b i·EBi*

*i* 1

式中：

（1）

（2）

（3）

*Cij*——第i项B级指标中的第j项C级指标；

*XCijk* ——第k个用户对第Cij项指标的评价分值，k=1,2，…，N。N=20；

*cij*——第i项B级指标中，赋予第j项C级指标的权重，即第 Cij 项指标的权重；

*bi*——赋予第i项B级指标的权重，即第Bi项指标的

权重；

mi——影响第 i 项 B 级指标的 C 级指标的数量。m1（安全性）

=7,m2（可靠性）=2, m3（适用性）=7, m4（售后服务状况）=5；

*ECij*——N个用户对第Cij项指标评价分值的平均值。

*EBi*——单项B级指标的评价分值（N个用户对第i项

B 级指标的评价分值的加权平均值）。B 级指标包括安全性、

可靠性、适用性、售后服务状况等 4 项；

4

*EA*——产品综合评价分值（N个用户对4个B级指标

评价分值的加权平均值）。

**（3）换算满意指数。**利用式（4）将评价分值E（EA、EBi）

换算为被调查机型的产品满意指数IA，安全性满意指数IB1、

可靠性满意指数IB2、适用性满意指数IB3和售后服务状况满意

指数IB4。

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *I*  | *E* min( *E*) |  *E* 1100 | （4） |  |
| max( *E* ) min( *E*) |  |
|  | 4 |  |  |

**（4）计算综合满意指数。**综合满意指数包括产品综合

满意指数IAZ和“三性一状况”单项综合满意指数IBZ，是对本

次被调查产品整体满意度情况的综合评价，按式（5）计算。

|  |  |  |  |
| --- | --- | --- | --- |
| *I*Z*=* |  | （5） |  |
|  |  |

式中，“I”为IA时，可计算得出IAZ；“I”为IBi时，可

计算得出IBiZ。

**3、评价标准**

将满意指数分为五档：[90,100]为很满意，[70,90）为

满意，[60,70）为一般，[40分,60）为不满意，（40,0]为很

不满意。

**（二）评价结果统计**

**1、产品满意指数IA**

统计被调查机型产品满意指数，列举用户很满意、不满

意（含很不满意）的产品和企业，归结该产品优、缺点，分

5

析汇总用户不满意产品存在的问题。

**2、单项满意指数IBi**

分别统计安全性、可靠性、适用性和售后服务状况单项

满意指数，列举各单项用户很满意、不满意（含很不满意）

的产品和企业，分析汇总用户单项不满意产品存在的问题。

**3、其他结果统计**

**（1）安全性**

安全性调查中，按表1所列调查项目统计每个机型存在

的不符合项目数及占比，同时统计发生质量安全事故的产品

和企业。

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | 表1 | | 安全性调查项目 | | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| 序 |  | 调查项目 | 序 |  |  | 调查项目 |  | 序 |  | 调查项目 |  |
| 号 |  | 号 |  |  |  | 号 |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 挡泥板处 |  |  |  | 外露旋转件 |  |  |  | 灯光装置 |  |
|  | 安 |  |  | 安 |  |  |  |  | 照明 |  |  |
| 悬挂装置处 |  |  | 发热部件 |  |  | 后视镜 |  |
|  | 全 |  | 全 |  |  |  |  |
|  |  |  |  |  |  |  |
| 1 |  | 2 |  |  |  | 3 | 信号 |  |  |
| 标 |  | 防 |  |  |  |  |  |
| 动力输出轴处 |  | 安全架或驾驶室 |  | 非粘贴的后反 |  |
|  |  |  |  |  | 装置 |  |
|  |  |  |  |  |  |  |  |
|  | 志 |  |  | 护 |  |  |  |  |  |
|  |  |  |  |  |  |  |  | 射器 |  |
|  | 水箱盖处 |  |  | 安全带 |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

**（2）可靠性**

可靠性调查中，统计每个机型发生严重故障和致命故障

的次数及占比。

**（3）适用性**

适用性调查中，分别统计用户对机具作业时速度范围、

机组作业牵引力、动力输出轴转速、液压输出、液压提升力、

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轮距调整范围与当地农艺要求匹配情况、操纵性等适用情况

中评价为“较差”和“差”的台数及占比，同时统计按说明

书推荐选配机具不适用的台数及占比。

**（4）售后服务状况**

售后服务状况调查中，分别统计对服务承诺兑现、配件

供应、售后服务及时性、服务人员解决问题能力和服务人员

态度等情况评价为“不满意”和“很不满意”的用户数及占

比，同时统计发生用户投诉未处理或处理结果不满意的企业

及产品。

六、调查结果的应用

**（一）公布内容**

农业农村部向社会公布 2018 年大型轮式拖拉机产品质

量调查结果：一是公布本次被调查产品总体情况，即综合满

意指数 IAZ 和“三性一状况”单项综合满意指数 IBiZ；二是公

布被调查产品满意指数 IA 和“三性一状况”单项满意指数 IBi。

**（二）责令整改**

用户对产品总体不满意（含很不满意）的、对“三性一

状况”单项不满意（含很不满意）的、对“三性一状况”存

在问题较多的企业及产品，发送一对一整改函，并责令其限

期整改。

七、调查任务分工及人员资质

**（一）调查任务分工**

7

按被调查用户在各省分布情况、工作量均衡等原则进行

分工。总站作为项目承担单位，负责制定、宣贯调查实施方

案，提出用户调查数据汇总表格式，对调查工作进行督导，

撰写《2018 年大型轮式拖拉机质量调查报告》等；各项目参

加单位负责本省（区）的用户调查任务（见附件 1），按要求

完成本省用户调查数据汇总表填报，承担部分企业的基本情

况调查结果的核对及汇总分析（见附件 5），撰写本省（区）

质量调查报告等。

**（二）调查人员资质**

参与用户调查的人员应熟悉轮式拖拉机产品结构特点、

推广鉴定大纲以及相关标准，经过培训并获得质量调查员证。

八、调查报告编写及相关要求

**（一）调查报告的编写**

各省（区）完成数据统计汇总，编写本省（区）质量调

查报告（报告内容要求见附件 6），并及时将相关材料（清单

见附件 7）报送总站。

**（二）相关要求**

1、调查结果在部农机化司批准发布前，不得以任何形

式对外公布，并做好相关保密工作。

2、报告内容详实、图文并茂；结论正确，经得起推敲；

论证充分，提出的措施与建议要切实可行；统计结果正确无

误；案例描述清楚，符合检查工作实际；引用的图片要与内

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容相匹配。

3、各项目参加单位的质量调查报告形成后，须经总站

审定后，再由项目参加单位所在省（区）农机化主管部门行

文上报部农机化司并抄送总站。

九、时间安排

2018 年 6-7 月上旬，总站组织召开工作布置会，宣贯实

施方案，培训质量调查人员，明确项目实施要求，部署质量

调查任务。各项目参加单位制定本省（区）的实施方案，对

参与调查工作的调查员进行培训，并将调查员信息报送总站。

农业农村部统一颁发质量调查员证。

2018 年 7-10 月中旬，总站对本次调查确定的生产企业

及产品基本情况进行发函调查。各项目参加单位对方案中确

定的产品开展用户调查。

2018 年 11 月 10 日前，各项目参加单位完成本省（区）

质量调查结果汇总分析，上报质量调查报告。

2018 年 11-12 月，总站对各项目参加单位报送的材料进

行汇总分析，并对调查结果数据进行必要的核查。

2019 年 2 月，总站完成《2018 年大型轮式拖拉机质量

调查报告》，行文上报部农机化司。

十、项目实施单位

**（一）项目承担单位:**

农业农村部农业机械试验鉴定总站

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**（二）项目参加单位**

内蒙古自治区农牧业机械质量监督管理站吉林省农业机械化管理中心（吉林省农业机械试验鉴定

站）

黑龙江省农业机械试验鉴定站江苏省农业机械试验鉴定站安徽省农业机械试验鉴定站山东省农业机械试验鉴定站河南省农业机械试验鉴定站

附件：

1. 大型轮式拖拉机用户调查产品及用户调查任务分工
2. 企业及产品基本情况调查表
3. 大型轮式拖拉机用户调查表
4. 大型轮式拖拉机质量评价指标体系及各指标权重表
5. 各项目参加单位企业及产品基本情况调查统计任务分工
6. 各省（区）质量调查报告编写内容要求
7. 项目参加单位报送质量调查材料清单

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附件 1

**大型轮式拖拉机用户调查产品及用户调查任务分工**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | 省份 | 内蒙古 | 吉林 | 黑龙江 | 江苏 | 安徽 | 山东 | 河南 |  |  |
|  |  |  |  |  |  |  |  |  |  | 调查 |  |
| 序号 | 企业名称 |  | 数量 |  |  |  |  |  |  |  |  |
|  | 调查 | 调查 | 调查 | 调查 | 调查 | 调查 | 调查 |  |
|  | 户数 |  |
|  |  |  |  |  |
|  |  |  | 型号 | 数量 | 数量 | 数量 | 数量 | 数量 | 数量 | 数量 |  |
|  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1 | 第一拖拉机股份有限公司 |  | LX1000 | 0 | 0 | 0 | 5 | 10 | 0 | 5 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 | 雷沃重工股份有限公司 |  | M1000-DA | 0 | 0 | 0 | 6 | 10 | 0 | 4 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 | 常州东风农机集团有限公司 |  | DF1004-2 | 0 | 0 | 0 | 7 | 10 | 0 | 3 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 | 洛阳依顿重工机械有限公司 |  | ET1004 | 0 | 0 | 0 | 0 | 12 | 0 | 8 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5 | 洛阳路通农业装备有限公司 |  | 路通-1000 | 0 | 0 | 0 | 0 | 6 | 6 | 8 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6 | 乐星农业装备（青岛）有限公司 |  | LS1004 | 3 | 3 | 12 | 2 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 | 天津拖拉机制造有限公司 |  | TNA1000-2 | 0 | 0 | 0 | 0 | 12 | 2 | 6 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8 | 河南向阳红机械制造有限公司 |  | 向阳红-1000 | 0 | 0 | 0 | 8 | 5 | 0 | 7 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9 | 江苏沃得农业机械有限公司 |  | WD1104 | 2 | 0 | 14 | 4 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 | 洛阳市博马农业工程机械有限公司 |  | 博马-1104 | 3 | 2 | 15 | 0 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 11 | 中联重机股份有限公司 |  | RC1100-A | 0 | 0 | 0 | 0 | 12 | 2 | 6 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12 | 洛阳世英机械制造有限公司 |  | SJH1100 | 0 | 0 | 0 | 0 | 0 | 7 | 13 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 13 | 山东时风（集团）有限责任公司 |  | SF1204 | 8 | 2 | 6 | 0 | 0 | 0 | 4 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 14 | 山东常林道依茨法尔机械有限公司 |  | LE1204 | 3 | 0 | 8 | 6 | 0 | 0 | 3 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 15 | 潍坊华夏拖拉机制造有限公司 |  | 华夏 1204 | 7 | 5 | 6 | 2 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 16 | 吉林新研牧神机械制造有限公司 |  | AH1204 | 2 | 4 | 0 | 0 | 0 | 6 | 8 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 17 | 约翰迪尔（天津）有限公司 |  | JD1204-A | 8 | 0 | 10 | 2 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 18 | 江苏清拖农业装备有限公司 |  | 江苏-1204A | 0 | 0 | 0 | 7 | 13 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 19 | 山东双力现代农业装备有限公司 |  | SL1304 | 7 | 6 | 0 | 7 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 20 | 泰安泰山国泰拖拉机制造有限公司 |  | 泰山-1304 | 6 | 7 | 5 | 2 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 21 | 马恒达悦达（盐城）拖拉机有限公司 |  | 黄海金马-1304A-1 | 8 | 0 | 8 | 4 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 22 | 山东东汽农业装备有限公司 |  | DQ1304D | 0 | 0 | 10 | 4 | 2 | 4 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 23 | 山拖农机装备有限公司 |  | ME1304 | 12 | 0 | 0 | 8 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 24 | 山东潍坊鲁中拖拉机有限公司 |  | 鲁中-1404 | 7 | 7 | 0 | 0 | 0 | 6 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 25 | 山东瑞泽重工有限公司 |  | RZ1404-F | 6 | 8 | 0 | 0 | 0 | 6 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 26 | 徐州凯尔农业装备股份有限公司 |  | KAT1404-A | 8 | 6 | 0 | 0 | 2 | 4 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 27 | 山东亿嘉现代农业有限公司 |  | YJ-1504 | 0 | 17 | 0 | 0 | 0 | 3 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 28 | 潍坊百利拖拉机有限公司 |  | 悍沃-1504 | 4 | 12 | 0 | 4 | 0 | 0 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 29 | 潍坊红柳机械开发有限公司 |  | 1504 | 0 | 4 | 0 | 7 | 0 | 9 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 30 | 山东恒邦发动机制造有限公司 |  | 泰拖-1504 | 0 | 2 | 0 | 0 | 0 | 18 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 31 | 河北铠特农业机械有限公司 |  | KT1504 | 0 | 9 | 0 | 9 | 0 | 2 | 0 | 20 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **各省调查总量（台、户）** | |  | **94** | **94** | **94** | **94** | **94** | **75** | **75** | **620** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |



11

附件 2

**企业及产品基本情况调查表**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 企业名称： | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  | （公章） | | | 填表日期： | | | | | |  |  |  |  | 年 | | | | |  | 月 | | |  |  | 日 | | |  |
|  | 联 系 人： | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 联系电话： | | | | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  | |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **一、企业基本情况** | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 企业曾用名 | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 注册资金（万元） | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  | |  |  | |  | |  |  | | | |  |  |  | | |  | |  |  |  |  |  |  |
|  |  | 企业性质 | | | | |  | □国有企业 | | | | □集体企业 | | | | |  | □联营企业 | | | | □股份合作制企业 □私营企业 | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |
|  |  |  | | | | |  | □合伙企业 | | | | □有限责任公司 □股份有限公司 □个体户 | | | | | | | | | | | | | | | | □其他 | | | | | | | | |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | | | |  | | | | | | | | | | | | | | | |  | | | | | | | | |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 企业地址 | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 基 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 企业规模 | | | | |  |  |  |  |  |  |  | 人 | |  | 是否建立质量管理体系 | | | | | | | | | | | | | |  | □是 | | | | □否 | | | |  |  |
| 本 |  |  |  |  |  |  |  | | | | |  |  |  |  |  |  |  |  | |  |  | | | | | | | | | | | | | |  |  | | | |  | | | |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 情 |  | 是否通过 ISO9000 质量体系认证 | | | | | | | | | | | |  | □是 | |  | □否 | | |  | 是否通过计量体系认证 | | | | | | | | | | | | | |  | □是 | | | | □否 | | | |  |  |
| 况 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 100 |  | 投产时间 | | | | | |  |  |  | 年 |  | 社会保有量 | | | | | |  | 台 | |  |  |  |  | 机型总数 | | | | | | | |  |  |  |  |  | 个 | | | |  |  |
|  |  |  |  |  | | | | | |  |  |  |  |  |  | | | | | |  |  | |  |  | |  |  | | | | | | | |  |  |  |  |  |  | | | |  |  |
|  |  | 马力 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 以上 |  |  |  |  |  |  |  |  | 2016 年 | | |  |  |  |  |  | 台 | |  |  |  |  |  |  |  | 2016 年 | | | | | | | |  |  |  |  |  | 台 | | | |  |  |
|  |  | 拖拉 |  | 生产能力 | | | | | |  |  |  |  |  |  |  |  |  |  |  | 销售量 | | |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | | | | | |  | 2017 年 | | |  |  |  |  |  | 台 | |  | | |  |  | |  | 2017 年 | | | | | | | |  |  |  |  |  | 台 | | | |  |  |
|  |  | 机 |  |  |  |  |  |  |  |  |  | | |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | | | | | | | |  |  |  |  |  |  | | | |  |  |
|  |  |  |  |  | | | | |  |  |  |  |  |  |  |  | |  |  | |  |  | |  |  | |  |  |  | | | | |  |  |  |  |  |  |  |  | | | |  |  |
|  |  | 加工中心数量 | | | | | | | |  |  | （套） | |  | 总装线 | | | | | |  | 条 | |  |  | |  | 部装线 | | | | | | | |  |  |  |  |  | 条 | | | |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 主要部件自制能力 | | | | | | | | |  | □发动机 | | | □变速箱 | | | | | |  | 三坐标测量仪 | | | | | | | | | | | | | |  | □有 | | | | □无 | | | |  |  |
|  |  |  | | | | | | | | |  | □前桥 | | | □后桥 | | | | | |  |  | | | | | | | | | | | | | |  |  | | | |  | | | |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | | |  | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | |  | | | | |  |  |  |  |  | |  |  |  |  |  |  |  |  | | |  | |  |  |  |  |  |  |  |  |  |  |  | |  | |  | | | |  |  |
| 生 |  | PTO 试验台 | | | | | | | |  |  | □有 | | | □无 | |  |  |  |  |  | 前桥试验台 | | | | | |  |  |  |  |  |  |  |  |  | □有 | | | | □无 | | | |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 后桥试验台 | | | | | | | |  |  | □有 | | | □无 | |  |  |  |  |  | 转毂试验台 | | | | | |  |  |  |  |  |  |  |  |  | □有 | | | | □无 | | | |  |  |
| 产 |  |  | | | | | | | |  |  |  | | |  | |  |  |  |  |  |  | | | | | |  |  |  |  |  |  |  |  |  |  | | | |  | | | |  |  |
| 、 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 牵引试验仪器 | | | | | | | |  |  | □有 | | | □无 | |  |  |  |  |  | 变速箱可靠性试验台 | | | | | | | | | | | | | |  | □有 | | | | □无 | | | |  |  |
| 质 |  |  | | | | | | | |  |  |  | | |  | |  |  |  |  |  |  | | | | | | | | | | | | | |  |  | | | |  | | | |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 量 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 液压提升试验台 | | | | | | | |  |  | □有 | | | □无 | |  |  |  |  |  | 颠簸试验设备 | | | | | | | | | | | | | |  | □有 | | | | □无 | | | |  |  |
| 保 |  |  | | | | | | | |  |  |  | | |  | |  |  |  |  |  |  | | | | | | | | | | | | | |  |  | | | |  | | | |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 障 |  | 噪声测试仪器 | | | | | | | |  |  | □有 | | | □无 | |  |  |  |  |  | 排气烟度检测设备 | | | | | | | | | | | | | |  | □有 | | | | □无 | | | |  |  |
| 和 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | 三包维修点总数 | | | | | | | |  | 个： | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 服 |  |  |  |  | | | | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | 其中本企业直接三包维修点 | | | | | | | | | | |  | 个，委托销售单位三包维修点 | | | | | | | | | | | |  | 个，其他形式 | | | | | | | |  |  | 个 | | | | | |  |  |
| 务 |  |  |  |  | | | | | | | | | | |  |  | | | | | | | | | | | |  |  | | | | | | | |  |  |  | | | | | |  |  |
|  |  |  |  | 企业专职三包维修服务人员 | | | | | | | | | | |  |  |  |  | 人 | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 能 |  |  |  |  | | | | | | | | | | |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 售后 | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 力 |  |  | | 三包维修点分布省份 | | | | | | | | | | |  |  |  | 个 | | | 三包维修点是否覆盖所有销售地区 | | | | | | | | | | | | | |  | | □是 | | | | □否 | | | |  |  |
|  |  | 服务 | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | | 是否建立出厂记录制度 | | | | | | | | | |  | 是 | |  | 否 | | | 是否建立呼叫中心 | | | | | | |  |  |  |  |  |  |  |  |  | 是 | | | | 否 | | | |  |  |
|  |  | 能力 | |  | | | | | | | | | |  |  | |  |  | | |  | | | | | | |  |  |  |  |  |  |  |  |  |  | | | |  | | | |  |  |
|  |  |  | | 是否对购机者实施培训 | | | | | | | | | |  | 是 | |  | 否 | | | 对购机者培训有无制度和教材 | | | | | | | | | | | | | |  |  | 是 | | | | 否 | | | |  |  |
|  |  |  |  |  | | | | | | | | | |  |  | |  |  | | |  | | | | | | | | | | | | | |  | |  | | | |  | | | |  |  |
|  |  |  |  | 是否对三包服务人员培 | | | | | | | | | |  | 是 | |  | 否 | | | 对三包服务人员培训有无制度和教材 | | | | | | | | | | | | | |  |  | 是 | | | | 否 | | | |  |  |
|  |  |  |  | 训 | | |  |  |  |  |  |  |  |  |  | |  |  | | |  | | | | | | | | | | | | | |  | |  | | | |  | | | |  |  |
|  |  |  |  |  | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  | **二、被调查产品基本情况** | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | | | |  | | |  |  |  |  |  | | | |  |  |
|  |  | 产品型号 | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 投产时间 | | | | | |  | | |  |  |  |  | 年 | | | |  |  |
|  | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | | | |  | | |  |  |  |  |  | | | |  |  |
| 推广鉴定证书编号 | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 社会保有量 | | | | | |  |  |  |  |  |  |  | 台 | | | |  |  |
|  |  | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | | | |  | | |  |  |  |  |  | | | |  |  |
|  | 主要销售地区 | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 参考价格 | | | | | |  |  |  |  |  |  |  | 元 | | | |  |  |
|  |  | | | | | | | |  |  | | | | |  |  |  |  |  |  |  | | | | | |  |  |  |  | | | |  | | |  |  |  |  |  |  |  |  |  |  |
|  | 年销售量（台） | | | | | | | |  | 2015 年： | | | | |  |  |  |  |  |  | 2016 年： | | | | | | |  |  | 2017 年： | | | | | | |  |  |  |  |  |  |  |  |  |  |
|  | | | | | | | | |  |  | | | | |  |  |  |  |  |  |  | | | | | | |  |  |  | | | | | | |  |  |  |  |  |  |  |  |  |  |
| 年销售额（万元） | | | | | | | | |  | 2015 年： | | | | |  |  |  |  |  |  | 2016 年： | | | | | | |  |  | 2017 年： | | | | | | |  |  |  |  |  |  |  |  |  |  |
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 产品是否有出口 | □是 | □否 |  | 出口地区 | |  |  | 出口数量 | |  | 台 |  |
|  |  | | |  |  |  |  |  |  |  |  |  |
| 产品依据标准 | □企业标准，代号和名称： | | | | | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| □国家/行业标准，代号和名称： | | | | | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | |  | | | | | |  | |  |  |
| 产品生产方式 | □来件组装 | | □部分来件组装（□50%以下、□50%以上） | | | | | | □自制件组装 | |  |  |
| 采购成本占整机成本的比例 | | | | | | % |  |  |  |  |  |
|  |  |  |  |  |  |
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外形尺寸（长 mm×宽 mm×高 mm）

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 发动机型号 | |  |  |  |  |  |  |  |  | 发动机功率（kW） | |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |
|  | 配套发动机生产企业 | | |  |  |  |  |  |  |  | 最小使用质量（kg） | |  |  |  |
|  |  |  | |  |  | |  | | |  |  | | |  |  |
| 主 | 出厂配重质量（kg） | | |  | 前 | | 后 | | |  | 说明书上写明的配套机具 | | |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 动力输出转速轴 | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 要 |  |  | 1.2. | | 3. | |  |  | 轴距（mm） |  |  |  |  |
| （r/min） | |  |  |  |  |  |  |  |  |
| 技 |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 前轮轮距（mm） | | |  |  |  |  |  |  |  | 后轮轮距（mm） | |  |  |  |
| 术 |  |  |  |  |  |  |  |  |  |  |
| 规 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 安全架或驾驶室的配备（可多选） | | | | | | |  | □安全架 | □驾驶室 |  用户可以选装 | |  |
| 格 | 安全性方面 |  |  |  |
|  | 是否配备安全带 | | | |  |  |  |  |  | □是 | □否 | |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  | | | | | | |  |  |  |  | |  |
|  | 适用性方面 |  | 说明书中是否推荐配套农机具 | | | | | | |  |  | □是 | □否 | |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 轮距是否可调 | | | |  |  |  |  |  | □是 | □否 | |  |
|  |  |  |  |  |  |  |  |  |
|  |  | |  | | | | | | |  |  |  |  |  |  |
|  | 可靠性方面 | | 首次故障前作业时间（h） | | | | | | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

产品功能特点

（可另附页）

目前国内大型轮式拖拉机发展现状、存在的主要问题及政策建议

13

附件 3

**大型轮式拖拉机用户调查表**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **调查单位：** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **调查表编号：** | | | | | | | | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **调查日期：** | | | | |  |  |  |  | **年** | | | |  |  |  |  |  | **月** | | | | | |  | **日** | |  |  |  |  | **调查人签字：** | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | | | | | |  | | | |  | | |  | | | | | |  | | |  | | | |  | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | |  | | |  |
|  | 姓 | 名 | |  |  |  |  |  |  |  |  |  |  |  |  |  | 年 |  |  |  |  | 龄 | | |  |  |  |  |  |  |  |  |  |  |  |  | 从事拖拉机操作年限 | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  | 年 | |  |  |  |  |  |  |  |
|  |  | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | |  |
|  | 文化程度 | | |  |  |  |  | 大学及以上 | | | | | | | | | |  |  | 大专 | | | | |  |  | 中专 | | | | |  |  |  | 高中 | | | |  |  |  |  |  | 初中 | |  |  |  |  |  |  | 小学及以下 | | | | | | | | | |  |  |  |  |  |  |  |
|  | 联系地址 | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 联系电话 | | | | | | | | | |  | | | | | | | | | | | | | | | | | |  |
| **用户** |  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | | | | | | | |  |
| 用户类型 | | |  |  | | 农机合作社 | | | | |  | | 农机大户 | | | | | | |  |  | | |  | | 其他 | | | | |  |  |  |  |  | 驾驶员是否取得拖拉机驾照 | | | | | | | | | | | | | | | | | | |  |  |  |  | 是 | |  | | 否 | | | |  |
|  |  |  |  |  |  |  | 自用 | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **情况** |  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | |  | |  | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  |
| 培训情况 | | |  | □未培训 □上机前培训 | | | | | | | | | | | | | | | | □专业培训 | | | | | |  |  |  |  | 若有培训，对培训满意程度 | | | | | | | | | | | | | | | | | |  |  | □好 | | | | | □一般 □差 | | | | | | | | | | | |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | |  |
|  |  | 若经过培训，培训人员为：□企业服务人员 | | | | | | | | | | | | | | | | | | | | | | | | | | | □经销商 | | | | | | | □其他人员 | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | |  |  |
|  | 厂家是否提供使用说明书 | | | | | | | | | |  | □是□否 | | | | | |  |  |  | 是否看过使用说明书 | | | | | | | | | | | | | □是□否 | | | | |  |  |  | 是否看得懂使用说明书 | | | | | | | | | | | | | | |  |  | □是□否 | | | | | | | | |  |
|  |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | | |  | | | | | |  | | | | | | | | | | | | | | | | | | |  | | | | | | | | |  |
|  | 型号名称 | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 出厂编号 | | | | | | | | | |  | | | | | | | | | | | | | | | | | |  |
|  |  | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | | | | | | | |  |
|  | 生产企业 | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | 出厂日期 | | | | | |  |  |  |  |  |  |  |  |  | 年 | |  |  |  |  | 月 | | |  |  |  |  |  |  |  |  | 购机日期 | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  | 年 | | | |  |  |  | 月 | | |  |  |  |  |  |  |  |
|  |  | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | 配套发动机型号 | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | 配套发动机 | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| **产品** |  | | | | | | | | | | | | | | | | | | | | | | |  | | 生产企业 | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | |  | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| **情况** |  | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| 从事作业内容 | | | | | |  | 犁地 旋耕 耙地 播种 | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  | 作业环境 | | | | | |  |  |  |  |  | 水田 | | | | | 旱田 水旱兼用 | | | | | | | | | | | | | | |  |  |  |  |  |
|  |  | 施肥 运输 深松 其他： | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | 总工作时间 | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 小时 | | |  |  |  |  |  |  | 总作业量 | | | | | |  |  |  |  |  |  |  |  |  |  |  |  | 公顷； | | | | |  |  |  |  |  |  |  | 吨 | | | | |  |
|  |  | | | | | | |  |  | | | | | | | | | | | | | | |  | | | | | | |  | | | | | | | | |  | | | |  | | | | | | |  | | | |  | | | | | | | |  | | | | |  |
|  | 在产品机身上是否加施农业机械推广鉴定标志 | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  | □是 | |  |  |  |  |  | □否 | |  |  |  |  | □是，但脱落 | | | | | | | | | |  |  |  |  |  |  |  |  |  |
|  |  | |  | | | | |  | |  | | | | | |  |  | | |  | | |  | | | | | | | |  | |  | | |  | |  | | | |  | | |  |  |  |  |  |  |  |  |  |  | |  |  | | | |  |  | | | |  | |  |
|  | 若有产品推广鉴定标志，其编号与产品型号是否一致（不一致的鉴定标志编号为 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  | ） | | |  | □是 | | | | | □否 | | | | | |  |
|  |  | |  | | | |  |  | |  | | | | | |  | |  |  |  |  |  |  | | | | | | | | | |  | | | |  |  |  |  |  |  | | | | | |  | | | | | | | |  |  |  |  |  |  | | |  |  |  |  |  |
| **使用** | 机油更换情况 | | | | | |  | 发动机机油更换 | | | | | | | | | |  |  |  |  |  | 次，液压系统机油更换 | | | | | | | | | | | | | |  |  |  |  |  | 次，传动箱机油更换 | | | | | | | | | | | | | |  |  |  |  |  | 次 | | |  |  |  |  |  |
|  | | | | | | |  | | | | | | | | |  | | | | | |  | | | | | | | | | | | | |  | | | | | |  | | | | | | | | | | | |  | | | | | | |  | | | | | | |  |
| **保养** |  | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| 实际作业中拖拉机功率型号比铭牌标称功率 | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  | □偏大 | | | | | |  |  | □偏小 | | | | | | | □基本一致 | | | | | | | | | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  | 挡泥 | | |  | □有 | | | |  |  |  |  |  |  |  |  |  | □有（人为撕毁） | | | | | | | | | |  | 悬挂装置处 | | | | | |  | □有 | | | | | | |  |  |  |  |  |  | □有（人为撕毁） | | | | | | | | | | | | | | | |  |
|  | 安全 |  |  | 板处 | | |  | □无（出厂未贴） | | | | | | | | | |  |  |  | □无（自行脱落） | | | | | | | | | |  |  | □无（出厂未贴） | | | | | | | | | | | | | □无（自行脱落） | | | | | | | | | | | | | | | |  |
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|  | 标志 |  | 动力输 | | | | | □有 | | | |  |  |  |  |  |  |  |  |  | □有（人为撕毁） | | | | | | | | | |  | 水箱盖处 | | | | | |  | □有 | | | | | | |  |  |  |  |  |  | □有（人为撕毁） | | | | | | | | | | | | | | | |  |
|  |  |  | 出轴处 | | | | | □无（出厂未贴） | | | | | | | | | |  |  |  | □无（自行脱落） | | | | | | | | | |  |  | □无（出厂未贴） | | | | | | | | | | | | | □无（自行脱落） | | | | | | | | | | | | | | | |  |
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|  |  |  |  |  |  |  |  | 风扇 | | | |  |  |  |  | □有 | |  |  |  |  |  |  |  |  |  |  |  | □有（人为拆卸） | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  | □无（出厂未装） | | | | | | | | | | |  |  | □无（自行掉落） | | | | | | | | | |  |  |  |  | □无（选装件，未购） | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  | 外露旋 | | | | | 电机皮带 | | | | | |  |  | □有 | |  |  |  |  |  |  |  |  |  |  |  | □有（人为拆卸） | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | 转件动 | | | | |  |  | □无（出厂未装） | | | | | | | | | | |  |  | □无（自行掉落） | | | | | | | | | |  |  |  |  | □无（选装件，未购） | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  | 力输出轴 | | | | | |  |  | □有 | |  |  |  |  |  |  |  |  |  |  |  | □有（人为拆卸） | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | 安全 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **安全** |  |  |  |  |  |  | 排气岐管 | | | | | |  |  | □有 | |  |  |  |  |  |  |  |  |  |  |  | □有（人为拆卸） | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 防护 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 发热 | | |  |  |  | □无（出厂未装） | | | | | | | | | | |  |  | □无（自行掉落） | | | | | | | | | |  |  |  |  | □无（选装件，未购） | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
| **性** B1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | |  | 部件 | | |  |  | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  |  | 消声器 | | | | | |  |  | □有 | |  |  |  |  |  |  |  |  |  |  |  | □有（人为拆卸） | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  | □无（出厂未装） | | | | | | | | | | |  |  | □无（自行掉落） | | | | | | | | | |  |  |  |  | □无（选装件，未购） | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  | 安全架或驾驶室 | | | | | | |  | | □有 | | | | | | □有（人为拆卸） | | | | | | | | | | | | | | □无（出厂未配置） | | | | | | | | | | | | | | □无（选装件，未购） | | | | | | | | | | | | | | | | | |  |  |  |  |  |
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|  |  | | 安全带 | | | | | | | □有 | | | | | | | | | | | | | | | □无 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  | 照明 |  |  |  | 灯光装置 | | | | |  |  |  |  |  |  | □有 | | | | |  |  |  |  | □无 | | |  |  |  |  |  |  | 非粘贴的后反射器 | | | | | | | | | | | |  |  |  |  |  |  | □有 | | | |  |  |  | □无 | | | | |  |  |  |  |  |
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|  | 信号 |  |  | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | |  |
|  |  |  |  | 后视镜 | | | | |  |  | □有：□单侧 □双侧； | | | | | | | | | | | | | | | | □无：原因 | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | 装置 |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | 安全标志的警示作用 C11 | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  | □很满意 | | | | | | | □满意 | | | | | □一般 | | | | | |  |  | □不满意 | | | | | | | □很不满意 | | | | | | | | | |  |  |  |  |  |  |  |
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|  | 危险部位的安全防护效果 C12 | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  | □很满意 | | | | | | | □满意 | | | | | □一般 | | | | | |  |  | □不满意 | | | | | | | □很不满意 | | | | | | | | | |  |  |  |  |  |  |  |
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|  | 安全装置的安全保护作用 C13 | | | | | | |  |  |  |  |  |  |  | □很满意 | | □满意 | | | | | | □一般 | | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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|  | 安全操作使用说明的指导作用 C14 | | | | | | | | |  |  |  |  |  | □很满意 | | □满意 | | | | | | □一般 | | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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|  | 排气烟度（作业时）C15 | | | | | |  |  |  |  |  |  |  |  | □很满意 | | □满意 | | | | | | □一般 | | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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|  | 制动效果 C16 | | |  |  |  |  |  |  |  |  |  |  |  | □很满意 | | □满意 | | | | | | □一般 | | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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|  | 驾驶员振动 C17 | | | |  |  |  |  |  |  |  |  |  |  | □很满意 | | □满意 | | | | | | □一般 | | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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|  |  | 首次故障前作业时间 | | | |  |  |  | 小时 | | | | |  | 故障次数 | |  |  |  |  |  |  |  |  |  | 次，包括致命、严重和一般故障 | | | | | | | | | | | | |  |
|  |  | （轻微故障不计入） | | | |  | □未发生故障 | | | | | | |  |  |  |  |  |  |  |  |  |  |  |
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|  |  | 日期 |  | 故障部位 | |  |  | 故障表现 | | | | | |  | 故障原因 | |  |  |  |  |  |  | 处理情况 | | | | |  |  |  | 故障 | | |  | 故障类别 | | | |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 发生次数 | | |  |  |
| **可靠** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  | （此项另表记录） | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **性** B2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | 三包期内是否出现过严重及致命故障 | | | | | | | | |  |  |  |  |  |  |  |  | □是 | | | | |  |  |  |  |  |  |  | □否 | | |  |  |  |  |  |  |  |
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|  | 故障发生频次 C21 | | | |  |  |  |  |  |  | □很满意 | | | | | □满意 |  |  |  | □一般 | | |  | □不满意 | | | | | □很不满意 | | | | | □未发生故障 | | | | |  |
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|  | 处理故障难易程度（或费时长短）C22 | | | | | | | | |  | □很满意 | | | | | □满意 |  |  |  | □一般 | | |  | □不满意 | | | | | □很不满意 | | | | | □未发生故障 | | | | |  |
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|  | 是否按说明书推荐选配农机具 | | | | | | | □是 | | | □否 | | |  | 按说明书推荐选配的机 | | | | | | | | | |  | □适用 | | |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 具适用情况 | | | | |  |  |  |  |  |  | □不适用的机具 | | | | | | |  |  |  |  |  |  |  |
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|  | 是否配套推荐以外的农机具 | | | | | | | □是 | | | □否 | | |  | 配套机具（可列多种） | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | 速度范围 C31 | | |  |  |  |  |  |  |  |  |  |  |  | □很满意 | |  |  |  | □满意 | | |  | □一般 | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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| **适用** | 机组作业牵引力 C32 | | | |  |  |  |  |  |  |  |  |  |  | □很满意 | |  |  |  | □满意 | | |  | □一般 | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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| 动力输出轴转速 C33 | | | |  |  |  |  |  |  |  |  |  |  | □很满意 | |  |  |  | □满意 | | |  | □一般 | | | | □不满意 | | | | | □很不满意 | | | | | |  |
| **性** B3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | 液压输出 C34 | | |  |  |  |  |  |  |  |  |  |  |  | □很满意 | |  |  |  | □满意 | | |  | □一般 | | | | □不满意 | | | | | □很不满意 | | | | | |  |
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|  | 轮距调整范围与当地农艺要求匹配情况 C35 | | | | | | | | | | | |  |  | □很满意 | |  |  |  | □满意 | | |  | □一般 | | | | □不满意 | | | | | □很不满意 | | | | | |  |
|  |  |  | | |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  | |  |  |  | | |  |  | |  | | |  | | |  |  |  |  |
|  | 液压提升力 C36 | | | |  |  |  |  |  |  |  |  |  |  | □很满意 | |  |  |  | □满意 | | |  | □一般 | | | | □不满意 | | | | | □很不满意 | | | | | |  |
|  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  | |  |  |  | | |  |  | |  | | |  | | |  |  |  |  |
|  | 操纵性 C37 | | |  |  |  |  |  |  |  |  |  |  |  | □很满意 | |  |  |  | □满意 | | |  | □一般 | | | | □不满意 | | | | | □很不满意 | | | | | |  |
|  |  |  | | | | | |  | | |  |  |  | |  | | |  | |  |  |  | |  | | |  | | |  | | | |  |  |  |  |  |  |
|  | 三包期外配件是否容易购买 | | | | | | | □是 | | | □否 | | | | □未购买过 | | | | |  |  | 售后是否进行人员/电话回访 | | | | | | | | | | | |  | □是 □否 | | | |  |
|  |  |  | | | | |  |  | | | |  | |  | |  | |  | |  |  |  | |  | |  |  | | |  | | | | |  |  |  |  |  |
| **售后** | 服务承诺兑现情况 C41 | | | | | |  | □很满意 | | | | | | □满意 | | □一般 | | | |  |  | □不满意 | | | | □很不满意 □未发生售后服务 | | | | | | | | | | | | |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 配件供应情况 C42 | | | |  |  |  | □很满意 | | | | | | □满意 | | □一般 | | | |  |  | □不满意 | | | | □很不满意 □未购买过配件 | | | | | | | | | | | | |  |
| **服务** |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **状况** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 售后服务的及时性 C43 | | | | | |  | □很满意 | | | | | | □满意 | | □一般 | | | |  |  | □不满意 | | | | □很不满意 □未发生售后服务 | | | | | | | | | | | | |  |
| B4 |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 售后服务人员解决问题能力 C44 | | | | | | | □很满意 | | | | | | □满意 | | □一般 | | | |  |  | □不满意 | | | | □很不满意 □未发生售后服务 | | | | | | | | | | | | |  |
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|  |  |  | | | | |  |  | | | |  | |  | |  | |  | |  |  |  | |  | |  |  | | |  | | | | | |  |  |  |  |
|  | 售后服务人员的态度 C45 | | | | | |  | □很满意 | | | | | | □满意 | | □一般 | | | |  |  | □不满意 | | | | □很不满意 □未发生售后服务 | | | | | | | | | | | | |  |
|  |  |  | | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | 有无投诉：□有 | | | | □无 | |  |  |  |  |  |  |  | 投诉问题、发生原因等情况描述： | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **投诉** | 投诉渠道（若有）： | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **情况** |  |  |  |  |  |  |  |  |  |  |  |  |  | 投诉处理结果： | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | | | |  |  |  |  |  |  |  |  |  |  |  |  | | | | | | |  |  | | | | |  |  |  | | | | |  |  | |  |
|  | 投诉处理满意度 | | | |  |  |  |  |  |  |  |  |  |  |  | □满意 | | | | | | |  | □基本满意 | | | | |  |  | □不满意 | | | | | | | |  |
|  |  | | | |  |  |  |  |  |  |  |  |  |  | | | | | | | | | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **质量** | 事故过程及原因 | | | |  |  |  |  |  |  |  |  |  | （□无质量安全事故发生） | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **安全** | （造成人员伤残需说明情况） | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **事故** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 事故处理情况 | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | 下次还会购买同一个企业的产品吗？ □会 □不会（若不会，原因为： | | | | | | | | | | | | | | | | | | | | | | |  | |  |  |  |  |  |  |  |  |  |  |  | ） | |  |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |
| **用户** | **您认为该产品存在的问题及改进建议（安全性、可靠性、适用性及售后服务状况）**□有□无 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |
| **建议** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **签字前请确认调查表中填写内容，您的签名表明您认同并接受调查结果。**用户签名： | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **备注** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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附件 4

**大型轮式拖拉机质量评价指标体系及各指标权重表**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| A 级指标 | B 级指标 | 权重 | C 级指标 | 权重 |  |
|  |  |  |  |  |  |
|  |  |  | 安全标志的警示作用 C11 | 0.13 |  |
|  |  |  |  |  |  |
|  |  |  | 危险部位的安全防护效果 C12 | 0.18 |  |
|  |  |  |  |  |  |
|  |  |  | 安全操作使用说明的指导作用 C13 | 0.15 |  |
|  | 安全性 |  |  |  |  |
|  |  |  |  |  |  |
|  | 满意指数 | 0.28 | 排气烟度（作业时）C14 | 0.12 |  |
|  | IB1 |  |  |  |  |
|  |  |  | 制动效果 C15 | 0.12 |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | 驾驶员振动 C16 | 0.18 |  |
|  |  |  |  |  |  |
|  |  |  | 安全装置的安全保护作用 | 0.12 |  |
|  |  |  |  |  |  |
|  | 可靠性 |  | 故障发生频次 C21 | 0.59 |  |
|  | 满意指数 | 0.28 |  |  |  |
|  |  |  | 处理故障难易程度（或费时长短）C22 | 0.41 |  |
|  | IB2 |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | 速度范围 C31 | 0.14 |  |
| 总体 |  |  |  |  |  |
|  |  |  |  |  |  |
| 满意指数 |  |  | 机组作业牵引力 C32 | 0.18 |  |
| IA |  |  |  |  |  |
|  |  |  | 动力输出轴转速 C33 | 0.12 |  |
|  |  |  |  |  |  |
|  | 适用性 |  |  |  |  |
|  |  |  |  |  |  |
|  | 满意指数 | 0.22 | 液压输出 C34 | 0.14 |  |
|  | IB3 |  |  |  |  |
|  |  |  | 轮距调整范围与当地农艺要求匹配度 C35 | 0.15 |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | 液压提升力 C36 | 0.14 |  |
|  |  |  |  |  |  |
|  |  |  | 操纵性 C37 | 0.13 |  |
|  |  |  |  |  |  |
|  |  |  | 服务承诺兑现情况 C41 | 0.21 |  |
|  |  |  |  |  |  |
|  |  |  | 配件供应情况 C42 | 0.22 |  |
|  | 售后服务 |  |  |  |  |
|  |  |  |  |  |  |
|  | 满意指数 | 0.22 | 售后服务的及时性 C43 | 0.24 |  |
|  | IB4 |  |  |  |  |
|  |  |  | 售后服务人员解决问题的能力 C44 | 0.20 |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | 售后服务人员的态度 C45 | 0.13 |  |
|  |  |  |  |  |  |
|  |  |  |  | 16 |  |

附件 5

**各项目参加单位企业及产品基本情况调查统计任务分工**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 序号 | 生产企业名称 | 产品型号 | 承担单位 |  |
|  |  |  |  |  |
| 1 | 山东常林道依茨法尔机械有限公司 | LE1204 |  |  |
|  |  |  |  |  |
| 2 | 山东双力现代农业装备有限公司 | SL1304 | 内蒙古自治区农牧业农 |  |
|  |  |  | 机质量监督管理站 |  |
| 3 | 山拖农机装备有限公司 | ME1304 |  |
|  |  |  |  |  |
| 4 | 泰安泰山国泰拖拉机制造有限公司 | 泰山-1304 |  |  |
|  |  |  |  |  |
| 5 | 吉林新研牧神机械制造有限公司 | AH1204 |  |  |
|  |  |  | 吉林省农业机械化管理 |  |
| 6 | 河北铠特农业机械有限公司 | KT1504 |  |
| 中心（吉林省农业机械试 |  |
|  |  |  |  |
| 7 | 潍坊百利拖拉机有限公司 | 悍沃-1504 |  |
| 验鉴定站） |  |
|  |  |  |  |
| 8 | 山东恒邦发动机制造有限公司 | 泰拖-1504 |  |  |
|  |  |  |  |  |
| 9 | 洛阳市博马农业工程机械有限公司 | 博马-1104 |  |  |
|  |  |  |  |  |
| 10 | 山东东汽农业装备有限公司 | DQ1304D |  |  |
|  |  |  | 黑龙江省农业机械试验 |  |
| 11 | 山东时风（集团）有限责任公司 | SF1204 |  |
| 鉴定站 |  |
|  |  |  |  |
| 12 | 约翰迪尔（天津）有限公司 | JD1204-A |  |
|  |  |
|  |  |  |  |  |
| 13 | 乐星农业装备（青岛）有限公司 | LS1004 |  |  |
|  |  |  |  |  |
| 14 | 常州东风农机集团有限公司 | DF1004-2 |  |  |
|  |  |  |  |  |
| 15 | 江苏清拖农业装备有限公司 | 江苏-1204A | 江苏省农业机械试验鉴 |  |
|  |  |  | 定站 |  |
| 16 | 马恒达悦达（盐城）拖拉机有限公司 | 黄海金马-1304A-1 |  |
|  |  |  |  |  |
| 17 | 江苏沃得农业机械有限公司 | WD1104 |  |  |
|  |  |  |  |  |
| 18 | 中联重机股份有限公司 | RC1100-A |  |  |
|  |  |  |  |  |
| 19 | 雷沃重工股份有限公司 | M1000-DA | 安徽省农业机械试验鉴 |  |
|  |  |  | 定站 |  |
| 20 | 徐州凯尔农业装备股份有限公司 | KAT1404-A |  |
|  |  |  |  |  |
| 21 | 天津拖拉机制造有限公司 | TNA1000-2 |  |  |
|  |  |  |  |  |
| 22 | 山东东汽农业装备有限公司 | DQ1304D |  |  |
|  |  |  |  |  |
| 23 | 山东瑞泽重工有限公司 | RZ1404-F |  |  |
|  |  |  | 山东省农业机械试验鉴 |  |
| 24 | 山东潍坊鲁中拖拉机有限公司 | 鲁中-1404 |  |
| 定站 |  |
|  |  |  |  |
| 25 | 山东亿嘉现代农业有限公司 | YJ-1504 |  |
|  |  |
|  |  |  |  |  |
| 26 | 潍坊红柳机械开发有限公司 | 1504 |  |  |
|  |  |  |  |  |
| 27 | 洛阳世英机械制造有限公司 | SJH1100 |  |  |
|  |  |  |  |  |
| 28 | 第一拖拉机股份有限公司 | LX1000 |  |  |
|  |  |  | 河南省农业机械试验鉴 |  |
| 29 | 河南向阳红机械制造有限公司 | 向阳红-1000 |  |
| 定站 |  |
|  |  |  |  |
| 30 | 洛阳路通农业装备有限公司 | 路通-1000 |  |
|  |  |
|  |  |  |  |  |
| 31 | 洛阳依顿重工机械有限公司 | ET1004 |  |  |
|  |  |  |  |  |

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附件 6

**各省（区）质量调查报告编写内容要求**

一、 调查基本情况和主要做法

综述质量调查实施情况，包括：调查任务、调查时间、调查区域、调查的企业及产品数量等；总结本省（区）质量调查组织实施情况、经验做法等。

二、本地区行业发展状况

**（一）行业综述**

综述本省（区）大型拖拉机发展历程、现状及发展趋势

等。

**（二）企业基本情况**

从企业规模、取得资质、技术力量、研发水平、生产能

力、保障能力、服务能力、产品销售等方面综合描述本省（区）

调查企业的基本情况。

**（三）产品基本情况**

从产品分类、结构型式、功能、技术特点、研发方向等

方面综合描述所调查产品的基本情况。

三、调查结果

综述产品的质量状况。利用图表统计分析，用户调查反

映的有关情况及数据，综合评述本省（区）所调查产品的质

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量水平。

四、存在问题及原因分析

汇总调查结果，引用相关的统计数据，从产品安全性、

可靠性、适用性、售后服务状况、投诉与质量安全事故情况

五方面分析所调查产品存在问题及原因，准确描述问题，分

析说明典型案例，并附相关图片资料。

五、改进措施与建议

针对产品存在的问题，着眼大局，从政策调控、质量监

管、产品设计制造、售后服务、对用户的培训指导、调查工

作实施过程等方面提出操作性强的措施与建议。

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附件 7

**项目参加单位报送质量调查材料清单**

1、用户调查表电子版（扫描成pdf文件）和纸质版（装

订成册报送）

2、数据统计电子汇总表（按电子汇总表格式要求填写）

3、电子照片（包括现场走访用户的照片、机器故障部

位或发生安全事故的照片、机器作业时的照片、作业效果的

照片）

4、本省（区）质量调查报告电子版和纸质版

注：上述所有电子版报送材料均刻录成数据DVD光碟报

送总站。

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