

# The forum on "Digital Intelligence, Quality Control and Cross-border Innovation" of Urban Space was successfully held

Sincerity leads to success China Property Management Association July 26, 2024 16:43



On the afternoon of July 25, the "Digital Intelligence, Quality Control and Cross-border Innovation" Forum on Urban Space Services was successfully held at the Beijing Shougang Convention and Exhibition Center, hosted by the China Property Management Association, organized by Shenzhen Chengzecheng Third-Party Service Evaluation Big Data Technology Co., Ltd. (hereinafter referred to as Chengzecheng), and co-organized by Shenzhen Bosigao Technology Co., Ltd. (hereinafter referred to as Bosigao).



Vice Presidents of China Property Management Association Lin Changqing and Gong Yaling, Deputy Secretary-General Liu Yinkun, Deputy Secretary-General and President of Anhui Community Service Industry Association Cheng Chunjie, President of Shenzhen Property Management Industry Association Chen Yaozhong, President of Hunan Property Management Association Feng Haojian, President of Guizhou Property Management Association Miao Xinxin, Secretary and Chairman of Hebei Property Management Industry Association Shi Yiqing, Secretary-General of Shenzhen Futian District Property Industry Association Lin Siqun and others attended the forum. More than 400 people, including representatives of property management industry authorities in many places, presidents of property management industry associations, representatives of property service companies, and representatives of university scholars, attended the forum. The forum was hosted by Zhu Mingxing, Assistant General Manager of Chengzecheng.



Lin Changqing, Vice President of China Property Management Association and Chairman of Fujian Yongan Property Management Co., Ltd.

Lin Changqing, Vice President of the China Property Management Association and Chairman of Fujian Yongan Property Management Co., Ltd., said in his speech at the forum that how to combine traditional property services with digitalization is an issue that the industry needs to explore on the road to high-quality development. The content of this forum includes quality control data insights and advanced service quality control experience extracted from various formats and industries such as retail, hotels, property cities, and beauty, which will provide a new cognitive increment for the high-quality development of the industry.



Chen Jun, Vice President of Shenzhen Tsinghua University Alumni Association and  
Chairman of Chengzecheng

Chen Jun, Vice President of the Shenzhen Tsinghua University Alumni Association and Chairman of Chengzecheng, shared his experience in the strict acceptance of the double-listed hotel chain group. He said that Chengzecheng, with the intention of jumping out of the industry and leading the industry, combined with its rich experience in comprehensive hidden project acceptance and completion acceptance for more than a thousand hotels, can provide refined and standardized advanced inspiration for the property management industry to undertake inspections.



Sun Mengmeng, General Manager of Chengzecheng

Sun Mengmeng, General Manager of Chengzecheng, shared her experience in providing top-level design consulting services for property city reform and innovation in Futian District, Shenzhen and Hengqin, Zhuhai. She analyzed the core issues that need to be addressed in property city governance and deeply interpreted the property city reform path of Futian District to achieve "embroidery management" from the perspective of the "four full-domain" concept and the "six ones" promotion strategy.



Zou Yanqin, Deputy General Manager of Chengzecheng

Zou Yanqin, deputy general manager of Chengzecheng, shared the title "White Paper on Customer Touchpoint Service Quality of Residential Format Mystery Survey in 2023-2024". She analyzed and released the service quality data of residential format mystery survey in the first half of 2023-2024, and provided a high-quality development path for the property management industry from the three dimensions of "industry insight, current situation analysis, and future outlook" in terms of quality control renewal, risk control, and technology empowerment.



Wen Ting, Deputy General Manager of China Railway Construction Property Management Co., Ltd.

Wen Ting, deputy general manager of China Railway Construction Property Management Co., Ltd., shared the topic of "How can property companies plan a high-quality skills competition?" She took the Guizhou provincial property skills competition hosted by China Railway Construction Property Management Co., Ltd. as an example and shared the whole process of China Railway Construction Property Management Co., Ltd.'s "three stages and six focuses" professional thinking to prepare, plan and provide services for the event hosting plan.



Wang Kun, Director of Tsinghua SEM Shenzhen Laboratory for Future Technology and Organizational Behavior and General Manager of Bellia Beauty Group

Wang Kun, director of the Shenzhen Laboratory of Future Technology and Organizational Behavior of Tsinghua SEM and general manager of Bellia Beauty Group, shared his views on "Will AI trigger a reshuffle of the service model in the property industry from the perspective of the beauty industry?" He said that with the help of AI tools' functions of "extracting work experience, re-precipitating knowledge base, and instantly outputting solutions", it can help solve the problems of high mobility of front-line personnel and difficulty in controlling training effects, and provide every employee with an instant and mobile intelligent "hundred questions and answers" library.





Chen Baojun, Deputy General Manager of Shenzhen Bosi High-tech Co., Ltd.

Chen Baojun, deputy general manager of Shenzhen Bosi High-tech Co., Ltd., gave a speech titled "How the new intelligent gate can strongly reduce the traditional labor costs of property management". He directly addressed the pain point of the "great increase" in labor costs faced by the property management industry, shared the advanced tools of the digital platform to connect pedestrian and vehicle traffic, and decoded the important means to improve management efficiency and safety.





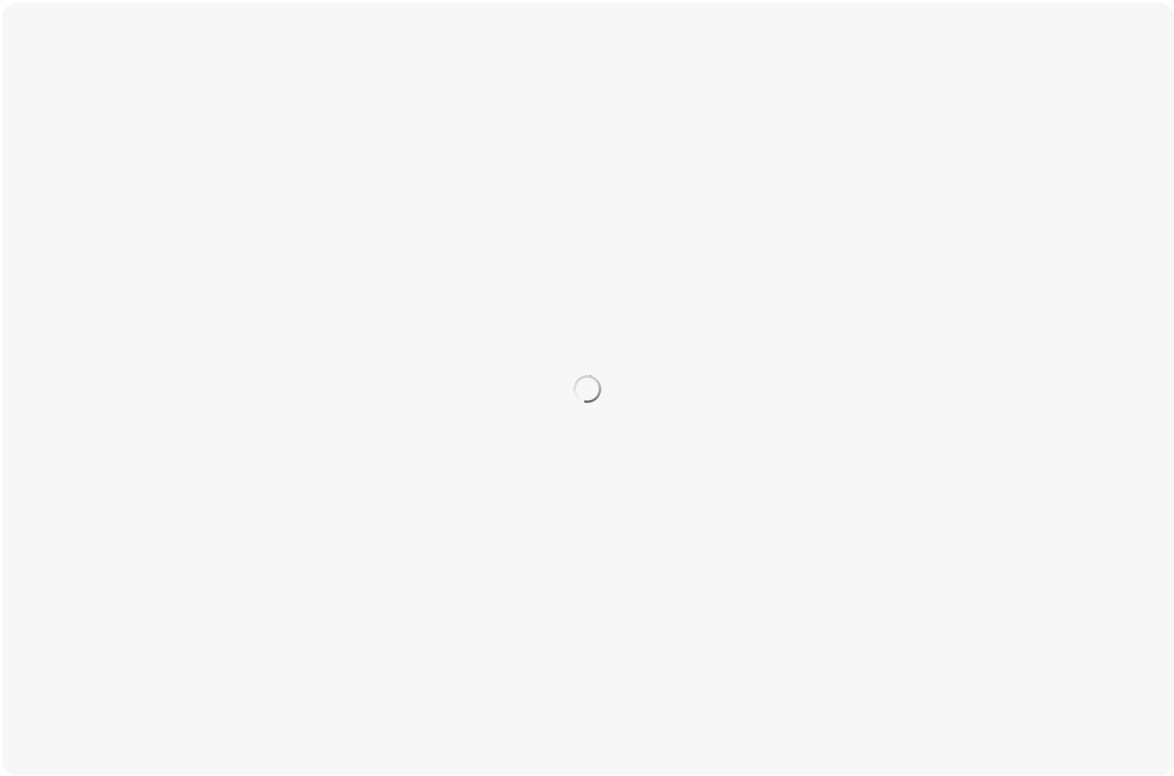
Release of the "2023-2024 Residential Business Mystery Survey Customer Touchpoint  
Service Quality White Paper"

The forum also released Chengzecheng's "2023-2024 Residential Industry Mystery Survey Customer Touchpoint Service Quality White Paper". In the future, Chengzecheng will distribute the white paper free of charge to the entire industry, in order to trigger property service companies to attach great importance to their own service quality and provide guidance on the direction of improving service quality control.

The guests at the forum all expressed that this forum discussed industry development trends and hot topics, and presented a "knowledge feast" centered around "quality control, professional research, and technological empowerment" to colleagues in the industry, while also providing technological support and professional value for the high-quality development of the industry.







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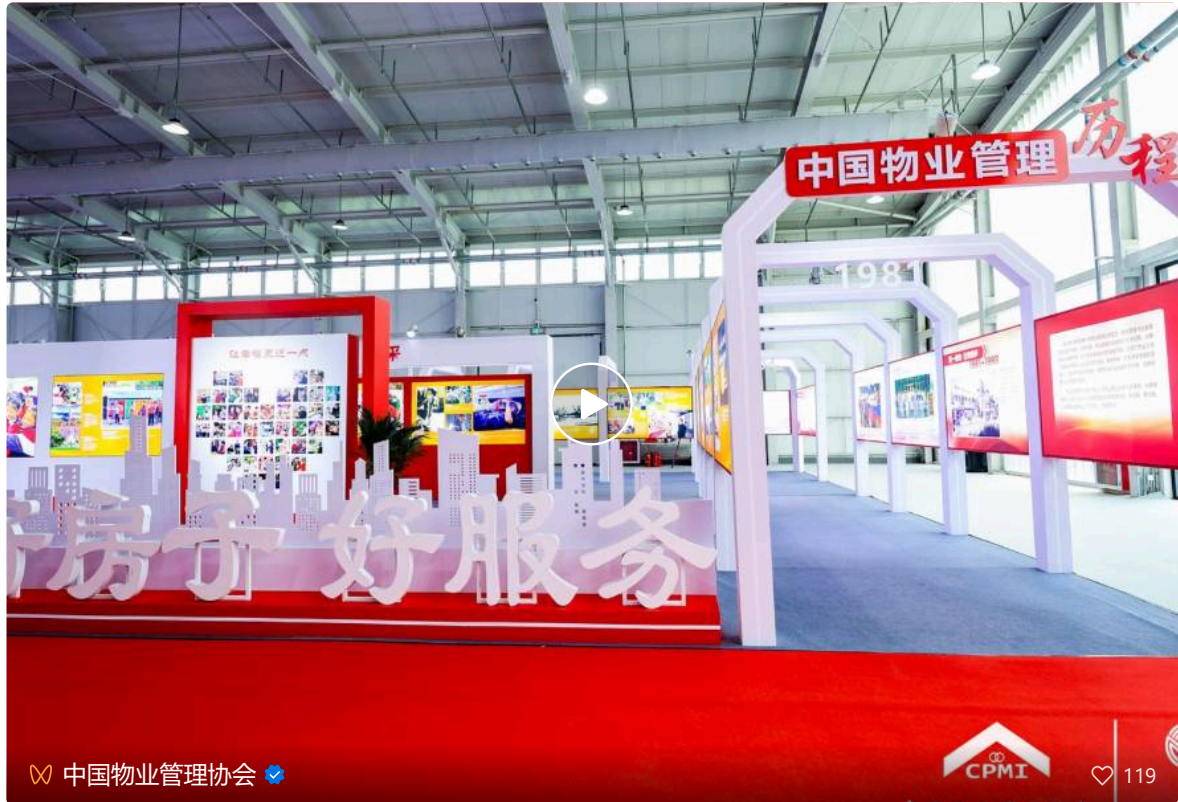
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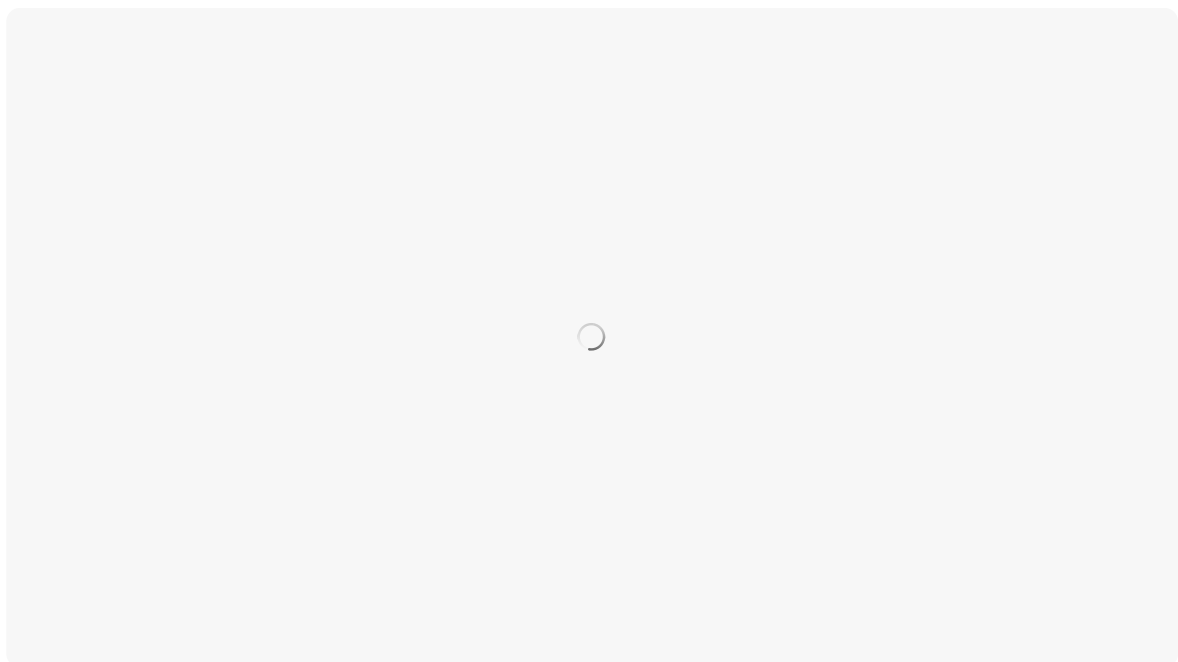




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