WHAT IS A SERVICE STANDARD?

Standards provide the knowledge that organizations need to succeed, and deliver it in an easy-to-use way. Service standards set out terms and definitions, benchmarks for assessing service performance, requirements on service provision or on qualifications and competences of professionals.
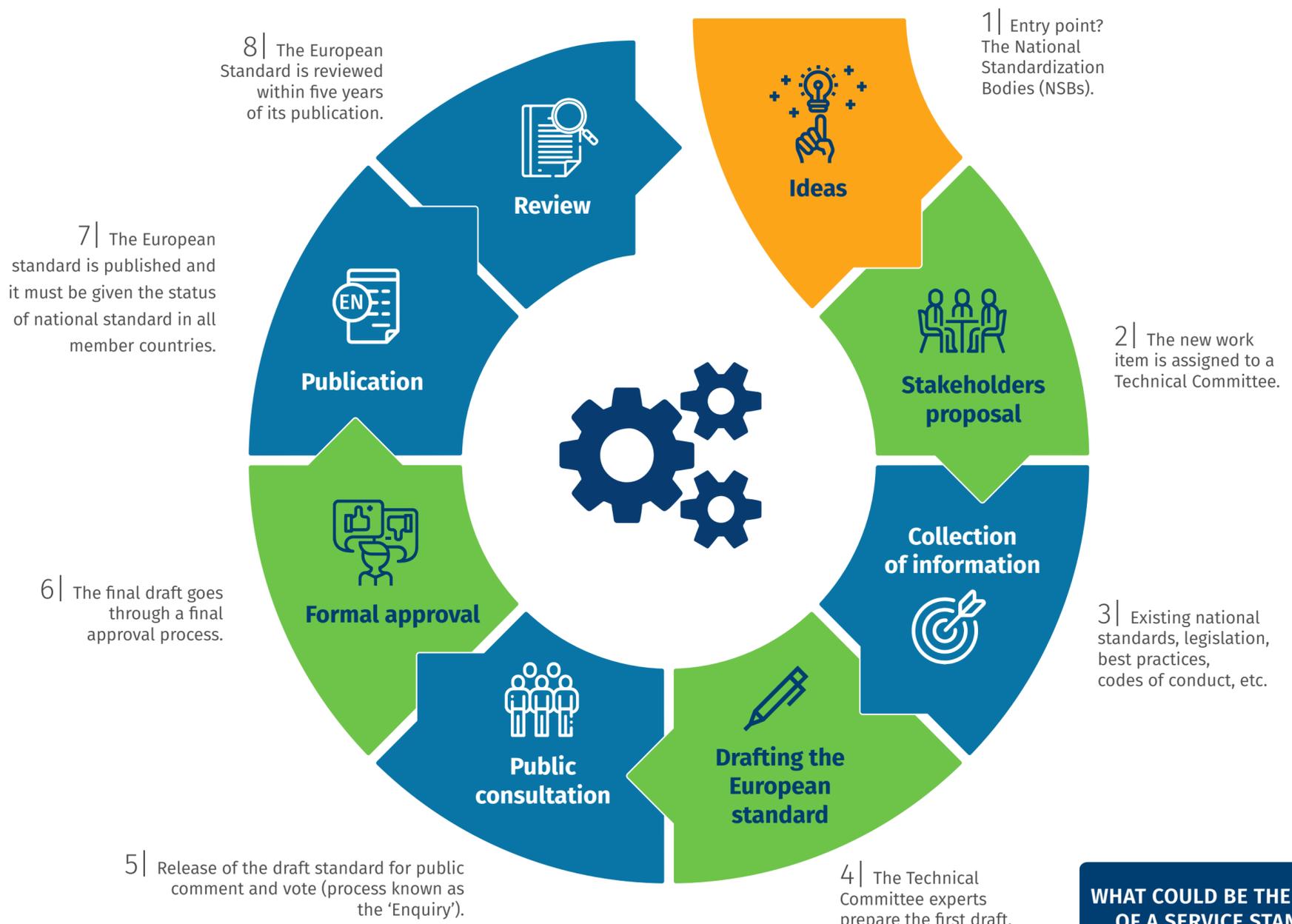
European standards are developed by national experts. They can represent service providers, manufacturers, consumer organizations and regulators of a service or manufacturing sector. The use of European standards contributes to creating new quality jobs, improving consumer protection, improving quality and performance of service providers as well as fostering cross-border trade.

A European Standard (EN) becomes a national standard in the 34 member countries of CEN. The European standards can be endorsed as international standards.

INTERESTED IN DEVELOPING A EUROPEAN STANDARD?

IDEAS FOR NEW STANDARDS?

8| The European Standard is reviewed within five years of its publication.

Review

1| Entry point? The National Standardization Bodies (NSBs).

Ideas

7| The European standard is published and it must be given the status of national standard in all member countries.

Publication

2| The new work item is assigned to a Technical Committee.

Stakeholders proposal

6| The final draft goes through a final approval process.

Formal approval

Collection of information

3| Existing national standards, legislation, best practices, codes of conduct, etc.

Public consultation

Drafting the European standard

5| Release of the draft standard for public comment and vote (process known as the 'Enquiry').

4| The Technical Committee experts prepare the first draft.

WHAT COULD BE THE CONTENT OF A SERVICE STANDARD?

- ☑ Terminology
- ☑ Description of the service process
- ☑ Information to the client
- ☑ Code of conduct
- ☑ KPIs for service delivery
- ☑ Levels of education/required training of professionals

ABOUT CEN

The European Committee for Standardization (CEN) plays an important role in the development and consolidation of the European Single Market. The fact that each European Standard is recognized across the whole of Europe, and automatically becomes the national standard in 34 countries, makes it much easier for businesses to sell their goods or services to customers throughout the Europe and worldwide.