

A study on services certification linked to service standards at national level in Europe



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Written by Technopolis Group for Nordic Innovation

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Summary

This report

This report sets out the findings from a study on services certification linked to service standards at national level in Europe, which was carried out by the Technopolis Group on behalf of Nordic Innovation in the period September 2011 – February 2012.

Context

The services sector is an important part of the European economy, accounting for roughly two-thirds of GDP and employment across the region. Despite its economic significance, there is relatively little cross-border trade in services within Europe, and a number of barriers exist that limit the functioning of the single market for services. Standardisation and certification activity have the potential to help improve service quality and facilitate cross-border trade in services, particularly when carried out and coordinated at European and/or International levels. However, when carried out at national level, standardisation and certification of services can introduce different (sometimes competing) requirements, which can cause confusion, introduce unnecessary costs and create barriers to entry for companies seeking to trade their services in different member states.

In 2008 Nordic Innovation initiated a project entitled “Nordic platforms for better trade in services”. Through this project Nordic Innovation and its partners aim to contribute to a well-functioning Nordic and European market for services by ensuring high quality service provision and avoiding internal trade barriers and fragmentation of markets. The project has involved the commissioning of a number of studies aimed at developing an improved understanding of standardisation and certification in the field of services, in order to determine how and where such activities promote or inhibit the single European market for services. This particular study was commissioned to provide an improved *factual* understanding of the rate of development of service standards and the extent to which these lead on to the development of related certification schemes at different geographical levels and within different areas of services.

Study objectives

The primary objective of the study was to identify the extent to which the development of standards for services is followed up by the development of related certification schemes at national level within Europe. In addition the study aimed to:

- Provide an up to date list of existing ‘full’ national and European standards in the field of services developed by the recognised standardisation bodies (CEN and its national members)
- Clarify the current involvement of National Standards Bodies (NSBs) in certification activity
- Identify all current and planned certification schemes operating at national level within Europe, and describe these in terms of their scope, sector, geographic applicability, year of launch and operator. (Only those schemes that are linked to formerly adopted full national, European or International service standards were in scope)
- Determine, based on the schemes identified, the areas of services that are most affected with regard to certification
- Identify trends over time in the development of service standards and related certification schemes

The geographical scope of the study was limited to 32 European countries (27 EU member states, four EFTA countries and Croatia).

Study approach

The study team adopted a relatively simple and straightforward approach to collecting, analysing and reporting the information required. In the first instance, desk research was carried out to compile as complete as possible a list of existing national and European service standards, building on a preliminary list developed by CEN. Desk research was then used to identify and compile contact details for all accredited certification bodies operating within the 32 European countries in scope.

Next, the study team developed a series of information requests to be directed to NSBs and Certification Bodies, which sought to collect basic information on the current stock of service standards and relevant certification schemes (both existing and planned) respectively. These information requests were translated into six European languages and mailed to NSBs (n=31) and certification bodies (n=1,322) in late September 2011. Responses were logged and reminders sent to non-respondents during October and November 2011, and particular efforts were made to secure responses from Certification Bodies with direct links to NSBs, as it was expected that these would be most likely to operate schemes of relevance to the study.

Overall, 23% of the organisations that received our request for information provided a response, with the figures being much higher for NSBs (84%) and Certification Bodies linked to NSBs (77%) than for other Certification Bodies not linked to NSBs (21%). The relatively low response rate obtained from these other Certification Bodies was expected because it was known in advance that most would not operate schemes of relevance to the study.

In December 2011 a full analysis of the results was carried out and two reports were prepared – a short, summary report written for a general audience and this (more detailed) main report.

In carrying out the study a small number of methodological issues were encountered that have in some way limited our attempts to provide a complete picture of services standardisation and certification in Europe, and to understand recent trends therein. The main issues have been summarised in the report in the hope that future studies can be better prepared to deal with them.

Study findings

Development of standards for services

The study has identified that a total of 55 full European standards and 380 full national standards have been developed and are currently available in the area of services. This is a relatively small number in comparison to the several thousand *product* standards developed at national and European levels over the past few decades. Of the 32 countries in scope, France, Italy, Austria and Spain have developed the largest number of national service standards (40+ each), while Belgium, Croatia, Iceland, Luxembourg, Poland, Bulgaria, Liechtenstein and Slovenia have yet to develop any standards in the field of services.

The rate of development of *new* service standards is not easy to determine accurately due to difficulties in identifying the original first year of publication of each standard and because standards may exist first at national level before being developed at European level. However, based on the data collected through the study it appears that the rate of development of new European standards is fairly uniform while the rate of development of new national service standards is increasing. From 1998-2004 three times as many new national service standards were developed compared to European ones, and from 2005-11 this ratio increased to almost five times as many. Based on recent trends it therefore seems likely that the numbers of service standards in existence will continue to rise at both national and European levels, but the rate of development will be faster at national level, leading to a widening gap between the numbers of standards at national versus European level.

The 435 national and European standards identified in this study have been developed across a very wide range of service areas. There are relatively large numbers of service standards in the areas of (i) facilities and maintenance; (ii) construction and utilities; (iii) transport and logistics; and (iv) finance and real estate.

In a number of areas there has been a relatively high level of standardisation activity at national level with little or no corresponding activity at European level. This profile is most evident in the areas of construction & utilities; education, training and recruitment, finance and real estate, food and accommodation; healthcare and personal services, and 'cross-sectoral' areas such as procurement and contracts. Across these areas combined, a total of 184 national service standards have been developed as compared to just four at European level.

The study has also identified the areas of services where national standards have been developed in the largest number of different countries. These are as follows: cleaning services (11 countries); security services (7); Procurement and contracts (6); maintenance services (6); personal services (6) sport and leisure services (6) and tourism services (6).

Development of certification schemes at national level

In total, the study has identified 163 relevant certification schemes linked to service standards, which are operated by 41 different Certification Bodies based in 17 different countries. The 163 schemes collectively cover 111 different service standards, or 26% of those identified through the study. A higher proportion of the European service standards have linked certification schemes (44%) as compared to national service standards (23%).

Most of the Certification Bodies that responded to our request for information do not operate any schemes linked to service standards, and of those that do most operate only a small number (1-3). A pool of 14 Certification Bodies that are formally linked to NSBs operate the majority (63%) of the schemes, and most of the Certification Bodies operating larger numbers of schemes have formal links to the NSBs. The study has therefore confirmed that certification schemes linked to formal standards are most likely to be developed and implemented by NSB-linked Certification Bodies.

As expected, larger numbers of schemes were found to be operating in the larger European countries (France, UK, Spain, Austria and Germany). However, when compared to the number of national service standards in place in each country, Denmark, Germany, Ireland, Netherlands, Slovakia and the UK were found to have the highest numbers of schemes proportionately. In contrast, Estonia, Italy, Norway and Switzerland were found to have relatively few certification schemes in operation compared to the stock of national service standards that have been developed in those countries.

The study has identified that the vast majority of certification schemes are each linked to just one standard, and that the schemes in almost all cases provide 'full' coverage of the standard(s) to which they relate. In a small number of cases schemes were identified that are linked to several standards, and in one case a scheme was found to cover seven different standards. While schemes may be linked to more than one standard it was relatively rare for them to link to standards at different geographical levels (e.g. national *and* European standards). We also found few instances where the schemes covered criteria or requirements beyond those set out in the standard(s) to which they relate.

Efforts to identify the time-lag between the development of new service standards and the launch of related certification schemes were confounded somewhat by problems obtaining the first year of publication of the standards and/or the year of launch of the schemes. However, the data obtained suggests that most schemes are launched within three years of publication of a standard, although in some cases it took as many as ten or more years for schemes to come into operation.

A particular focus of the study was to identify areas of services that are most affected by certification activity. The study identified relatively high numbers of certification schemes compared to the number of published national and European standards in the areas of (i) security and emergency services, (ii) customer contact, (iii) tourism, and (iv) transport and logistics. These are all areas of high significance to consumers and this may in part explain the relatively large numbers of certification schemes, since service providers may be required or otherwise desire to demonstrate high levels of service quality. In contrast, there are relatively low numbers of certification schemes compared to the number of published national and European standards in the areas of (i) facilities and maintenance, (ii) construction and utilities, and (iii) cross sector (mainly generic management systems). The relatively low incidence of schemes in these areas may indicate a lower level of importance in terms of demonstrating conformity with the standards through third-party certification.

The study sought to profile 57 sub-areas of services in terms of the numbers of schemes in operation, the countries involved, and the numbers and geographical level of the standards to which the schemes relate. The basis for the analysis was that trade barriers are more likely to be introduced in areas where multiple schemes are operating, particularly if those schemes are linked to several different sets of requirements in several different countries. While it was beyond the scope of this study to establish whether the schemes *actually* create barriers to trade in services in the areas highlighted, they have nonetheless been flagged as areas for possible future investigation at a more detailed level. The sub-areas identified as suitable for future investigation, based on these criteria, are as follows: Transport services; Security services; Call-centre services; Accommodation services; Removals services; QMS – service-specific; Cleaning services; Utility services; Education services; Vehicle services; Water sport services; Other sport and leisure services; Tourist guide services; Tourism information services; Training services; Construction services

Future expectations

The Certification Bodies participating in the study were asked to notify us about any planned schemes of relevance that they expect to launch in future. The study found that most do not have any specific plans to develop new schemes, but a small number of schemes (n=21) were notified as under development and due to be launched during 2012. Approximately half of the schemes will be linked to national service standards and half will be linked to European standards. Based on the number of schemes launched in recent years – roughly 10-20 per year – it seems likely that the steady growth in certification schemes will continue, at least in the immediate future.

Certification bodies were also asked to indicate whether they expect the number of certification schemes in the area of services to increase, decrease or remain stable in future. Most (69%) of the Certification Bodies expect the number of schemes to increase in the coming years, and only one predicted a fall in the number of schemes. It therefore seems probable that the number of certification schemes in the area of services will continue to rise in the years ahead, but there are no indications that they will proliferate in the immediate future.

Conclusions

Service standards

The study has established that seven times as many service standards exist at national level within the 32 countries in scope (n=380) as compared to European service standards (n=55). We have also found that the number of services standards is increasing at both national and European levels, and that the rate of development is increasing faster at national than at European level. While this trend cannot be confirmed categorically, it would seem prudent to maintain a periodic watch on the rate of development of national and European service standards, to ensure that any proliferation at national level does not begin to introduce barriers to trade in services as a result of competing or conflicting requirements.

Analysis of the current stock of service standards has led us to conclude that certain areas of services have a very high ratio of national to European standards. These areas are (i) construction and utilities, (ii) education, training and recruitment, (iii) finance and real estate, (iv) food and accommodation, (v) healthcare and personal services, and (vi) cross-sectoral areas (such as R&D services, procurement, contracts, etc.). Further investigations might usefully be carried out to better understand why these areas have proved to be amenable to high levels of national standardisation without much corresponding activity at the European level.

Certification schemes

The main finding of the study is that 25% of the national and European service standards currently in operation have related certification schemes at national level. It is possible that the study has failed to identify some relevant certification schemes but we do not believe that these will exist in large numbers. We therefore conclude that somewhere between 25%-30% of the service standards currently adopted at national and European level have led on to the development of related certification schemes. The majority of certification schemes are developed within 0-3 years following the publication of the standards to which they relate, but in some cases it takes as much as 11 years for the related certification schemes to be launched following the publication of a standard.

The 163 certification schemes identified through the study are operated by 41 different Certification Bodies based in 17 different countries. Almost two thirds of the schemes are run by Certification Bodies that are formally linked to the National Standards Bodies, either forming part of the same legal organisation or otherwise being linked through joint ownership. Certification Bodies linked to NSBs are more likely to be operating certification schemes in the area of services and in larger numbers than those that are not linked to the NSBs.

In almost all cases the certification schemes identified provide complete coverage of the standards to which they relate. Only in a very small minority of cases do the schemes encompass additional criteria, and these tend to relate either to requirements concerning the performance of certification / accreditation activities or to requirements set out in national legislation or regulations in the area of services concerned.

There are a small number of areas of services with a high incidence of national standards and schemes but relatively few European ones. The existence of high levels of national standardisation and certification activity in these areas, in the absence of European level developments, opens the

possibility that barriers to trade in services might be introduced. It might therefore be useful to conduct further investigations to determine the underlying reasons for this situation, and to explore the scope for more coordinated action at European level.

The study has also identified 16 sub-areas of services where two or more schemes are operating that link to standards at different levels (national, European, International) and/or in different countries. In some cases more than ten schemes were identified in the same sub-area, and in some sub-areas schemes were identified in as many as seven different countries. The existence of schemes in several different countries within the same sub-area of services, each of which is linked to different requirements, does create the *potential* for barriers to be introduced within the single market for services. It has been beyond the scope of the study to identify whether such barriers exist within the areas identified, but Nordic Innovation may wish to focus future studies in one or more of these areas in order to better understand the (positive and negative) impacts of certification activity on cross-border trade in services.

1. Introduction

This report presents the findings from a study on certification schemes linked to service standards at national level in Europe, which was carried out by Technopolis Ltd on behalf of Nordic Innovation.

1.1 Study objectives and scope

The main objective of the study was to identify the extent to which the development of standards for services is followed up by the development of related certification schemes at national level. More specifically, the study team was asked to:

Update and validate information on the links (if any) between National Standards Bodies (NSBs) and certification activities

Update and validate a list of existing national and European service standards

Identify certification schemes linked to service standards and operating at national level, and:

- Briefly describe the identified certification schemes, providing the title, scope and sector of the schemes and the standards they relate to, as well as their geographic applicability and the Certification Bodies responsible
- Identify if and where the schemes are also based on other criteria than that contained in the standards to which the schemes relate
- Identify, based on the information collected, the service sectors that are most affected with regard to certification

Present (i) a full written report and (ii) a summary report suitable for publication and which describes the results in a reader friendly and systematic way

The scope of the study was as follows:

The research should be carried out in the 27 EU Member States and four EFTA countries. In addition, Croatia should be included to ensure full coverage of the national members of CEN

The study should be restricted to certification schemes offered by officially recognised Certification Bodies accredited by the relevant official National Accreditation Body (NAB)

The study should be restricted to certification schemes linked to full¹ International, European or national service standards developed by the recognised standardisation bodies (ISO, CEN and national members of CEN). Both existing and planned certification schemes that wholly or partly address formally adopted international or national service standards should be included, as should schemes that relate to a combination of international and/or national standards

Management certification schemes should be included only where these are specifically aimed at service providers / sectors

1.2 This report

This final report presents the full results of the study, and is structured as follows:

Section 2 presents background information on standardisation and certification in the area of services, and sets out the rationale for this study

Section 3 provides details of the methodology employed in carrying out the work

Section 4 presents the full results of the study, organised around the objectives set out above

Section 5 presents our conclusions

Supporting information is provided in a series of Appendices.

¹ Only 'full' standards were included. Other types of standards such as Technical Specifications and Reports (TS/TR), CEN Workshop Agreements (CWA), Publicly Available Specifications (PAS) etc. were not included in the scope of the study

2. Background to the study

2.1 Terms and definitions

This study has sought to identify the extent to which the development of **standards** for **services** is followed up by the development of related **certification** schemes at national level within Europe. Each of these key terms is introduced below, along with the main actors involved in each area and the important terminology that is used throughout this report.

2.1.1 What are Services?

The service sector of the economy covers what might be termed “soft” activities, where organisations and individuals offer their knowledge and time to improve productivity, performance, potential, and sustainability. The final output of this process is the provision of a service rather than an end product, and these services are provided to both other organisations and to final consumers.

Services, as distinct from other parts of the economy, are characterised by certain key features. They are: (i) intangible - they cannot be transported, stored or owned, (ii) perishable – they are time limited and cannot be re-sold, (iii) inseparable – the service provider is indispensable for service delivery, (iv) immediate – they are produced and consumed during the same time period, and (v) heterogeneous – each service is unique and cannot be provided in exactly the same way twice.

Individual **services sectors** encompass a wide range of economic activities, from banking, education and transport, to childcare, cleaning and hospitality. Together they form a significant part of the economy of Europe and account for the majority of output and employment across the region.

Specific areas of services can however be difficult to identify and define because they are closely associated with goods or products. In the area of focus for this study (standards and certification), services are also a relatively new and underdeveloped area of interest, and are variously and inconsistently defined by the bodies involved as a result. In this report we develop our own classification system to combine and present different sources of information on service sectors, using what we consider to be the most intuitively meaningful and appropriate terms.

2.1.2 What are Standards?

Standards are officially defined as “documents established by consensus and approved by a recognised body that provide for common and repeated use, the rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context”². They are essentially documented voluntary agreements containing technical specifications or other criteria that provide guidelines for ensuring that materials, processes and services are fit for their purpose. Historically standards have been developed mainly in relation to products and goods and have typically been technical in nature. However, an increasing number of standards are being developed that relate to services sectors, and these often focus on providing a set of guidelines for ensuring the *quality* of the service provided.

Standards can be ‘**formal standards**’ or ‘informal standards’, depending on the structure within which the process of standardisation takes place. Formal standards are developed at the national, European or International level by one of the official **standardisation bodies**, which include the International Organisation for Standardisation (ISO), the European Committee for Standardisation (CEN) and the National Standards Body (NSB) in each country. Each of these bodies provides the infrastructure for the development, maintenance and distribution of standards at different geographical levels. In addition, ‘informal’ or ‘private’ standards are developed by other bodies, such as national or international industry associations. However, these standards are not in scope for this study.

A number of different types of document might be termed a ‘standard’, including Technical Specifications and Reports (TS/TR), CEN Workshop Agreements (CWA), Publicly Available

² ISO/IEC Guide 2:1996, definition 3.2

Specifications (PAS) etc. However, only ‘**full standards**’ labelled ISO- (international), EN- (European) or BS- (British), DIN- (Germany), etc. (national) developed by official bodies fall within the scope of this study.

2.1.3 What is Certification?

Certification is a process of testing, whereby an assessment is undertaken to check whether an entity is in compliance with certain requirements and criteria, and a certificate is issued to attest that the criteria or requirements have been met. The criteria assessed might, for example, be the requirements set out within a specific standard. Any organisation can undertake certification and in fact organisations can ‘self-certify’ themselves to say that they meet certain requirements. However, organisations can also employ the services of an external and independent **Certification Body**, who will undertake the assessment for them and issue a certificate as a result that provides a third party guarantee of adherence to requirements.

Accredited certification bodies are those that have gained third-party verification of quality from a National Accreditation Body (NAB). NABs are authorised by national governments to assess and accredit other organisations that wish to provide certification, testing, inspection and calibration services. Unaccredited certification bodies have not been attested by an NAB, but may be subject to other forms of third party approval or recognition, and can also undertake certification activities. This study is concerned only with accredited certification bodies.

Each certification body will offer one or more **certification schemes**, which relate to particular sets of criteria, such as those within a specific standard. It is possible for the certification schemes that are operated by certification bodies to be accredited by a NAB. The European co-operation for Accreditation (EA) seeks to ensure that the schemes operated by accredited certification bodies and the certificates issued are mutually recognised across countries through Multilateral Agreements (MLAs). However, such agreements are currently only in place for a selection of international service standards.

A number of the National Standards Bodies (NSBs) have some involvement in certification activities and this report seeks to understand and classify each NSB’s level of involvement. In some cases the NSB will itself operate as a certification body or will have a vested interest in another body providing certification services. In these cases we use the term ‘**NSB-linked**’ **certification body**. This class of certification body has been of particular interest to this study, as it was known that they are more likely than other bodies to be operating relevant schemes (i.e. those linked to formal standards).

2.1.4 Organisations involved in this study

Nordic Innovation is an institution working under the auspices of the Nordic Council of Ministers to promote cross-border trade and innovation. It has initiated a project entitled “Nordic platforms for better trade in services”, which focuses on how the Nordic countries can jointly contribute to the enhancement of trade in services across the Nordic region and the EU, and has a particular focus on standardisation and certification. Nordic Innovation has subsequently commissioned a number of studies (including this one) to gain a better understanding of the service market today, as well as relevant barriers and opportunities that exist, and to develop recommendations for future actions.

The Technopolis Group was commissioned by Nordic Innovation in September 2011 to undertake this study on certification schemes linked to service standards at national level in Europe. Technopolis is a European consultancy firm that evaluates and advises on public policies in the fields of science, technology, innovation, and social/economic development.

2.2 An introduction to standards and certification in the services sector in Europe

2.2.1 The service sector in Europe

Structural changes in the economy and society have led to growing significance for service sectors, reflected in their increased share in output and employment. Services are now a very important part of the European economy and account for 72% of GVA (EU27 in 2006) and for a similar proportion

of employment³. However, despite the importance of services in GVA terms, the proportion of its output that is traded across borders is low (6%), compared to that of manufacturing (nearly 40%)⁴.

A European Commission communication in 2002⁵ highlighted that there are a large number of barriers preventing or slowing down the development and trade of services between member states, which include a lack of transparency, a lack of confidence when buying from other countries and divergent rules. Different services may not always be tradable to the same degree as goods, but there is thought to still be considerable growth potential that could be unlocked if cross-border trade in services were enhanced. Methods for facilitating a greater level of cross-border trade in services might include national deregulation, EU harmonisation and standardisation.

2.2.2 *The service sector and standardisation*

The importance of services within the EU has received increasing recognition, and the promotion of the services sectors has become a top priority for Europe. The role of standards as a means to support the development of the single market for services has been increasingly promoted and was formally recognised by the European Commission in 2006 through its Directive on Services⁶, as well as in other important legislation⁷. These documents have highlighted the success of the role of European standardisation in opening the internal market for *goods* and state the European Commission's interest in the role that European standardisation could also play in the single market for *services*.

The Directive stated that the elimination of barriers to the development of service activities between member states is essential in order to strengthen the integration of Europe, promote economic and social progress and establish a genuine single market, and that provision should be made for a mix of measures involving, inter alia, targeted harmonisation. Standardisation in the services sectors is now carried out at the national, the EU and the international level. However, standardisation activity has been heavily skewed towards local development, with the vast majority of service standards developed at national, rather than European level over the last ten years.

2.2.3 *The service sector and certification*

Article 26 of the Directive on Services (policy on quality of services) provides (inter alia) for a framework for voluntary quality-enhancing measures, such as certification or assessment of service providers' activities by independent or accredited bodies. The European Commission believes that certification of services has the potential to become an important mechanism for assuring the quality of both the services themselves and the trade in these services, as well as helping to overcome information problems related to services.

However, a study conducted for EFTA in 2008⁸ and focusing on the *goods* area concluded that certification and marking in Europe is a confused market, and that certification of the same product often needs to be repeated in several countries, generating trade barriers, extra costs for producers, confusion among consumers and less transparent markets. Although the findings relate directly to *product* standards and certification only, the potential risk of such negative effects from national level certification schemes is also relevant for *services*, and risks holding back the huge potential for growth in services.

³ Europe in figures – Eurostat Yearbook 2008

⁴ Europe in figures – Eurostat Yearbook 2008

⁵ The State of the Internal Market for Services, COM (2002) 441

⁶ Directive 2006/123/EC of the European Parliament and of the Council of 12 Dec 2006 on services in the internal market

⁷ Single Market Act, COM (2011) 0206; Proposal for a Regulation on European Standardisation, COM (2011) 315

⁸ Certification and Marks in Europe (Consumer Research Associates, 2008)

2.3 The work of Nordic Innovation

2.3.1 Nordic platforms for better trade in services

It is Nordic Innovations' understanding that the implementation of obligations set out in the European Directive on Services will require the EU/EEA States to take practical steps and initiatives in relation to the standardisation and certification of services sectors. It has therefore taken the initiative itself to increase understanding in this area by commissioning a number of studies that seek to obtain a better understanding of the service market today, as well as relevant barriers and opportunities that exist, and to develop recommendations for future actions.

In 2008 Nordic Innovation initiated a project entitled "Nordic platforms for better trade in services", which focuses on how the Nordic countries can jointly contribute to the enhancement of trade in services across the Nordic region and the EU. Through this ongoing project, Nordic Innovation and its partners are seeking to contribute to a well-functioning Nordic and European market for services by ensuring 'tradable' services of high quality, avoiding fragmented service markets, ensuring SME involvement and promoting innovations. The project has a particular focus on standardisation and certification and seeks to ensure that Nordic interests and priorities, as far as possible, can be reflected in coming European standards and certification arrangements in the service area.

2.3.2 Recent studies on certification in services

Nordic Innovation has sought to increase understanding in relation to the standardisation and certification of services by commissioning studies into the service market today. Two of these studies – one focusing on the supply side and one on the demand side - are introduced below.

To certify your services (2008)⁹ looked at the market for certification for services in 10 Northern European countries. It was not the ambition of the study to account for all certification schemes focusing on the service sectors, but rather to describe the variety of such schemes that existed. As such, the study looked at a selection of just 30 Certification Bodies with strong relevance for the service sectors, covering at least one – and one of the largest – from each of the countries in scope. These Certification Bodies included 16 offering *accredited* certifications, 8 offering purely un-accredited certification services and 6 trade associations (offering certifications to members).

Overall, the study identified nearly 37,000 service certificates that had been issued through 83 certification schemes, by the 30 Certification Bodies covered. The study also found that around half of the identified schemes operated across borders, while the remainder operated only within single countries. Although limited to 10 countries and 30 Certification Bodies, the scope of this exploratory study was otherwise very broad and it should be noted that:

- A substantial proportion (70%) of the schemes identified were not based on 'formal' standards. Of the 83 schemes identified, only 18 were based on formal ISO/EN standards and 6 on formal NSB standards
- One-quarter of the certification schemes identified and nearly three-quarters of the certificates issued were "generic", meaning that they can be applied to many sectors (e.g. schemes and certificates based on the ISO 9001 management systems standard)

The study also sought to assess (i) recent market developments in certification activity and (ii) the potential for increased certification activity directed towards the service sector. In these regards, the study found that most Certification Bodies reported the share of certificates issued to the service sector had been growing over the past three years and that they expected certification of services to play an increasingly prominent role in their business in the future (more schemes or more sales).

Service providers' views and experiences of certification (2010)¹⁰ looked at Nordic service providers' experiences and views on certification. It focused on the demand side for certification and involved a survey of 101 companies within 4 sectors, plus follow-up interviews. The study concluded that

⁹ To Certify Your Services – A study of the market for certification in Northern European service sectors (Nordic Innovation, December 2008)

¹⁰ Nordic service providers' experiences and views on certification as a business tool (Nordic Innovation, August 2010)

differing national certification schemes work as non-tariff barriers, inhibiting trade in services, and that harmonised international certification schemes are preferred by internationally oriented service providers. The study went on to recommend that public authorities should take coordinated measures to avoid the proliferation of national schemes, because compliance with unique national certification schemes involves extra costs for service providers who want to expand their activity into new markets and therefore acts as an impediment to trade.

2.4 The rationale for the current study

The services sector is clearly an important part of the European economy, but with relatively limited levels of cross-border trade compared to the manufacturing sector. While this may in part reflect the inherent nature of some service sectors, other barriers may exist that are preventing greater levels of cross-border trade. For example, fragmentation due to differing national regulations can represent a significant bottleneck inhibiting cross-border trade in some areas of services and the full potential for trade in services will only be exploited if Europe can overcome this fragmentation.

It is believed that standards and certification may have a role in supporting the development of a single market for services and enabling greater levels of cross border trade, and the Directive on Services encourages the use of both standardisation and certification to increase service quality and encourage trade in the sector. However, Nordic Innovation believes that the aim of developing a single market for services might also be challenged by standardisation and / or certification, where this takes place at the national level, where it has the potential to further fragment the European Single Market for services.

Certification can be useful for providing quality assurance of services and certification schemes can help to overcome information problems related to service provision. However, if certificates are to promote cross-border trade in services, it is necessary for them to be recognised across borders. If service providers who want to sell services in other markets have to seek separate certification in all or some of these markets for the same service (i.e. repeat certification), this may mean that certification schemes are generating extra costs and confusion, and therefore barriers to trade.

Nordic Innovation wants to support the enhancement of trade in services across Europe and the development of the single market for services. It believes that the Services Directive contains limited information relating specifically to the coordination of standardisation and certification in services across Europe, but that it may be necessary to take coordinated precautionary actions to prevent a situation in the service area where national level certification schemes for services have any negative effects and hinder the growth of services. It has therefore taken the initiative to increase understanding in this area, to study what is happening in Europe with regard to certification of services at national level and to find out to what extent it fragments the Single Market for services.

From initial exploratory work funded by Nordic Innovation it would appear that the overall level of standardisation and certification in services is still relatively limited compared to the product market, but that both the number of service standards and related certification schemes are on the increase. There is also the suggestion that the development of standards and certification relating to service sectors has been skewed towards the national level and that there are already many types of certification schemes in existence at the national level relating to service sector standards.

Feedback from the sector suggests that national certification schemes can create extra costs and confusion and may be working as non-tariff barriers to trade. With the number of nationally-determined service standards appearing to be growing much faster than cross-border European and international standards, the way is open for a further increase in services certification schemes at national level, and consequent potential problems for the future development of the single market for services. There may therefore be a role for public authorities in preventing further proliferation of nationally based certification schemes.

These developments form the basis of the rationale for the current study. Nordic Innovation wishes to obtain a more complete and accurate understanding of how standards for services have been developing at national, European and International levels, and the extent to which these have then led on to the development of related certification schemes. It also wishes to understand which areas of services are most affected by standardisation and certification. The information developed through this study is expected to help Nordic Innovation to decide whether and where to conduct further, more in-depth investigations aimed at determining how standardisation and certification affect cross-border trade and the functioning of the single market for services.

3. Methodology

This study was undertaken during the period September - February 2011 (5 months). The main elements of the approach taken in carrying out the work are described in the sub-sections below.

3.1 Desk research

The study began with a short but intensive period of desk research to assemble information and data already available that would be necessary for undertaking the fieldwork. This phase consisted of three main activities, which are described below.

3.1.1 Developing initial lists of national and European standards

Nordic Innovation provided the study team with a list of national and European service standards that had been previously identified by CEN. This list included 290 national standards published between 1986 and 2011 in 23 countries, and a further 47 European standards.

The study team sought to expand upon (and update) these initial lists through Internet searches of the relevant sections of NSB and CEN websites and through comparison with the findings of our other recent work in this area. A number of updates were found, including pre-standards that had become full standards, standards that had been withdrawn and full titles and reference numbers for standards where only provisional titles and notification numbers were previously available. The desk research also resulted in a number of additional standards of relevance being identified and added to the lists.

The NSBs were then asked to verify and expand upon these lists during the fieldwork phase (discussed below).

3.1.2 Developing the understanding of links between NSBs and certification activity

Nordic Innovation also provided the study team with brief information on the known links (if any) between the NSB in each country and certification activities, based on information provided by CEN in 2009. According to this information, the NSBs were classified into four main groups, as follows:

- Group 1 - NSB and Certification Body in the same organisation (one legal entity)
- Group 2 - NSB and Certification Body in the same organisation, but with separate legal entities
- Group 3 - NSB with interests/involved in certification, but not operating as a Certification Body
- Group 4 - NSB without involvement in certification

Only limited information was held on the linkages between NSBs and certification activity and these relationships were likely to have developed over time (i.e. NSBs shifting between categories). The study team therefore sought to verify, update and expand upon the information held through a process of web searches, document reviews and comparisons with the results of previous studies. We were aided in this task by CEN, who provided updated details on the current situation within a number of countries.

A short paragraph of text was developed for each country that sought to explain our current understanding as to the link (and the extent of linkage) between the relevant NSB and certification activities. NSBs were then asked to confirm or amend these paragraphs, as appropriate, during the fieldwork phase (discussed below).

3.1.3 Developing lists of certification schemes

On the assumption that Certification Bodies with close links to NSBs (Groups 1 and 2 above) would be some of the most active in offering certification schemes linked to formal service standards, the study team sought to develop initial lists of the potentially relevant schemes offered by these Certification Bodies linked to NSBs from a review of their websites.

An initial set of 96 potentially relevant schemes was identified, mostly covering national service standards, but also some European and international service standards. These schemes covered nine of the countries in groups 1 and 2, with no relevant schemes identified in Romania and Cyprus. Our initial lists were provided to the relevant Certification Bodies as part of their information request (discussed below) for verification and amendment.

As the links between NSBs and certification activity links were verified and updated during the fieldwork phase, new information came to light on other Certification Bodies that had close links to NSBs (that were previously unknown). Where such a body was identified, the study team repeated the steps above, developing initial lists of potentially relevant schemes offered by these organisations from a review of their websites and providing these to the relevant Certification Bodies for verification and amendment.

3.2 Fieldwork planning

During the initial weeks of the study, the team also undertook preparation for the main phase of fieldwork. This was of the utmost importance in ensuring that the study team were able to collect all of the necessary information and data in a timely manner and from the most appropriate sources. The main preparatory steps taken are briefly explained below.

3.2.1 Identifying contacts

The first step in the fieldwork planning was to compile lists of relevant organisations that should be contacted with a request for information, including contact names and email addresses. Three groups of organisations were targeted and approached for information, as follows:

- For **National Standards Bodies**, Technopolis already held a list of the key ‘service’ contacts in each of the 31 NSBs¹¹, most of which are members of the CEN BT/WG 163 ‘Services’. Full and up to date contact details were already held in each case and therefore no further work was needed to compile the list of contacts
- For **Certification Bodies linked to NSBs**, relevant contact names and addresses of appropriate individuals were identified through the organisations’ websites
- For **‘other’ Certification Bodies** (i.e. not linked to the NSBs), the study team used the databases and lists of accredited organisations available from the National Accreditation Body in each country. Certification Bodies are not registered as being accredited to certify services specifically and so we collected the contact details for all bodies accredited for certification purposes, whether this is for personnel, quality management, environment, management systems, products, or other types of certification¹². Company names, contact names and email addresses (where available) were extracted in each case, and any duplicates were removed (e.g. where a company appears on the list of accredited Certification Bodies for both personnel and products in the same country). Overall, 1,300 *accredited* Certification Bodies with at least one contact email address were identified across 30 countries¹³

It should be noted that in some cases we identified more than one contact within the same NSB or Certification Body. In these cases we approached all of the identified contact persons, but for the purposes of reporting the unit of analysis was taken to be the organisation. In cases where more than one branch or office of the same organisation was identified in a given country, we contacted each separately with a request for information, but again treated them as a single organisation for the purpose of analysis. In cases where the same organisation operated in more than one country, we treated each national office as a separate entity. Working in this way we retained a ‘national’ focus to the study, treating multiple branches of the same organisation in the same country as a singular entity, but treating branches in different countries as separate entities.

3.2.2 Information Requests

Having identified the contact details for the organisations to be approached, the study team then worked to finalise the precise data and information to be requested from each of the sources, and agree the wording of the information requests. This included preparation of introductory emails and

¹¹ While 32 countries were included in the scope of the study, Liechtenstein does not have a National Standards Body and so only 31 NSBs could be contacted

¹² Other types of accredited body (testing laboratories, calibration laboratories, inspection bodies, testing laboratories, proficiency testing schemes, reference material producers, EMAS verifiers, medical laboratories, etc.) were not included in the sample for the study as they were deemed not to be relevant.

¹³ No ‘other’ Certification Bodies could be identified in Cyprus and Malta, beyond those linked to the NSB.

response forms for each of the three groups and assembling bespoke information about any identified service standards, plus (for the NSB-linked Certification Bodies) any related certification schemes already identified.

Requests to all three groups were then prepared. Each message included a short introduction to the study, explaining the background to and purpose of the information requested. The message emphasised the importance of the information collection exercise and included details of the commissioning body (Nordic Innovation). A signed letter of accreditation from Nordic Innovation was attached to the email, affirming the importance of the study and the legitimacy of the request from Technopolis. Lists of relevant standards were also attached as background information. In addition, each of the three groups was provided with the information request, which included a number of specific questions, details of information already known, and space to verify or amend this information. The information requests issued to the three groups asked the following:

- National Standards Bodies
 - Verify / amend statement on current links to certification activity
 - Verify / amend current list of national service standards
 - Identify Certification Bodies known to be operating relevant schemes
- Certification Bodies linked to NSBs
 - Verify / amend list of existing certification schemes linked to service standards
 - Provide a list of planned certification schemes of relevance
 - Provide expectations on future trends in numbers of certification schemes / certificates
 - Identify other Certification Bodies known to be operating relevant schemes
- Other Certification Bodies (not linked to NSBs)
 - Provide a list of existing certification schemes linked to service standards
 - Provide a list of planned certification schemes of relevance
 - Provide expectations on future trends in numbers of certification schemes / certificates

Sample copies of the introductory email and information request sent to each of the three groups are provided in Appendix B. English language versions only are shown in the Appendix, but the email, information and requests sent to other Certification Bodies were also translated into French, Italian, German and Spanish in an effort to maximise response rates. Recipients were also offered the information in alternative languages on request.

3.3 Data collection

The request emails were issued to individuals in the three groups in the last week of September 2011, with a deadline for responses set for mid October 2011, later extended to early November to secure a higher response. The final number of responses and response rates achieved are presented in the following section.

3.4 Response rates

3.4.1 Overall response rates

Figure 1 presents an overview of the number of organisations mailed, the number of messages that were successfully delivered, and the response rates obtained.

Overall, a 23% response rate was achieved, with the figures being much higher for NSBs (84%) and Certification Bodies linked to NSBs (77%) than for other Certification Bodies (21%).

Figure 1 - Information requests issued and response rates obtained

Group	Mailed	Failed	Delivered	Responded	Response rate
NSBs	31	0	31	26	84%
Certification Bodies linked to NSBs	22	0	22	17	77%
Other Certification Bodies	1,300	87	1,213	252	21%
Total	1,353	87	1,266	295	23%

The relatively low response rate achieved from other Certification Bodies (not linked to NSBs) was expected from the outset, as a preliminary search of selected Certification Bodies' websites revealed

that relatively few appeared to offer certification schemes linked to service standards. It was already known that there are few service standards in existence, as compared to product standards, and that most Certification Bodies offer certification of products and / or personnel only and do not operate in the field of services certification. As such, we suspected that our enquiry would only be relevant to a small sub-set of the 'other' Certification Bodies we contacted, and we therefore anticipated a relatively low response rate from this group. Our expectations concerning the limited extent to which Certification Bodies operate certification schemes linked to service standards were confirmed by the fact that of the 252 'other' Certification Bodies that replied, only 28 (11%) currently operate certification schemes of relevance to the study. Given this, it is likely that the vast majority of Certification Bodies that we wrote to (and that didn't respond) considered our information request not to be relevant, leading to the relatively low response rate achieved.

3.4.2 Responses by country

Just five of the 31 National Standards Bodies (NSBs) that we contacted did not provide a response to our request for information. The non-responding NSBs were Bulgaria, Czech Republic, Lithuania, Romania and Slovenia.

A total of 22 Certification Bodies linked to NSBs were successfully contacted across 17 countries, and responses were received from 17 of these bodies in 16 countries. The non-responding Certification Bodies with links to NSBs included one in Cyprus and four in Italy¹⁴.

An additional 1,213 other Certification Bodies were also identified and successfully mailed, across 30 countries, and responses were received from 252 of these, from 29 countries. Liechtenstein, with just a single Certification Body identified, was the only country where no responses were received.

Figure 2 shows the response rates achieved from all Certification Bodies at country level (i.e. both NSB-linked and other Certification Bodies). For each of the 32 countries, it shows the number of Certification Bodies successfully mailed (i.e. not including undeliverable messages), the number of bodies that responded and the response rate achieved. From the data in Figure 2 it can be seen that a response rate of at least 10% was achieved in 27 of the 32 countries, and in just over half of the countries (n=17) a response rate of more than 20% was achieved.

Figure 2 – Certification Body response rates, by country

Country	Successfully mailed	Responses received	Response rate
Austria	37	10	27%
Belgium	32	11	34%
Bulgaria	15	3	20%
Croatia	16	2	13%
Cyprus	1	0	0%
Czech Republic	87	17	20%
Denmark	15	7	47%
Estonia	19	8	42%
Finland	7	2	29%
France	28	5	18%
Germany	128	26	20%
Greece	51	5	10%
Hungary	31	9	29%
Iceland	24	2	8%
Ireland	12	3	25%
Italy	125	7	6%
Latvia	21	4	19%
Liechtenstein	1	0	0%
Lithuania	10	5	50%
Luxembourg	4	2	50%
Malta	1	1	100%
Netherlands	76	12	16%

¹⁴ Six Certification Bodies with links to the NSB were identified in Italy, of which two provided a response

Country	Successfully mailed	Responses received	Response rate
Norway	29	11	38%
Poland	82	13	16%
Portugal	24	3	13%
Romania	28	5	18%
Slovakia	53	15	28%
Slovenia	9	1	11%
Spain	55	11	20%
Sweden	27	4	15%
Switzerland	48	14	29%
United Kingdom	139	51	37%
Total	1,235	269	22%

3.5 Data analysis and reporting

As responses were received, these were logged and checked, and the responses were entered into spreadsheets for the purposes of analysis. The analyses carried out in relation to each type of information collected are described in the sub-sections below.

3.5.1 Information on links between NSBs and certification activity

The information provided by NSBs on their links to certification activity was used to allocate each NSB to one of four categories – (1) NSBs that also operate as Certification Bodies as part of the same legal organisation, (2) NSBs that also operate as Certification Bodies but through a separate legal entity, (3) NSBs that have an interest in certification (e.g. through part ownership of a separate Certification Body or through licensing the rights to use their mark) but which do not operate any certification activities themselves, and (4) NSBs with no links to certification activity. During the analyses some follow-up enquiries were made to clarify the precise nature of the relationship but in most cases NSBs could be relatively easily assigned to the relevant category. The results of these analyses are presented in Section 4.1.

It should be noted that in some cases NSBs have certification activities that ‘span’ two or more of the categories. For example, AFNOR, the French NSB, has its own certification activities operated through a separate legal entity (making it a Category 2) and it also licenses the rights to apply the AFNOR mark to other Certification Bodies (as in Category 3). In all such cases the category ultimately assigned to each NSB is the ‘higher’ one (in this example AFNOR is assigned category 2).

3.5.2 Analysis of national and European service standards

The supplied (final updated) lists of national service standards were compared with the preliminary lists circulated to the NSBs, and all instances where new standards had been added or old standards modified or removed were noted. Through the identification of changes (additions and withdrawals) we were able to establish that the NSBs in some cases use different criteria to decide which standards should and should not be considered as ‘service’ standards. This meant that in some cases national standards that would, in our opinion, be included by some NSBs were not included by others, and vice versa. However, in discussion with the project steering group it was agreed that we would respect the decisions taken by the NSBs as to what to include and what not to include.

Having obtained validated lists of national and European service standards the study team sought to determine the ‘area’ of services to which each standard relates. This was done in two separate ways:

First, where possible, CEN’s and the NSBs’ websites were used to identify the relevant ICS code(s) for each standard¹⁵

Second, the study team developed its own classification system, using what it considered to be the most ‘intuitively’ meaningful and appropriate terms to describe the area of services to which each standard related

¹⁵ The International Classification for Standards (ICS) is a convention managed by ISO and used in catalogues of international, regional, and national standards and other normative documents

For example, a standard relating to service quality requirements for cleaning services would be allocated to ICS code 03.080.10 (Industrial services) whilst our own (informal) system would allocate this standard to 'Cleaning services'. By using these two classification systems it was hoped that our analyses could be both meaningful (via our own intuitive classification system) and repeatable (via use of 'standard' ICS codes).

One of the tasks set for the study was to identify the time period that typically elapses between the publication of a standard and the emergence of one or more related schemes. In order to understand any patterns or trends in either domain (standards and certification schemes) it was necessary to identify the *original* year of publication of the standards and the year of launch of the certification schemes. The latter information was collected directly from Certification Bodies, but the updated lists of service standards obtained from NSBs only included the year of publication of the *latest version* of the standard (which in many cases post-dated the launch of related schemes). The study team therefore used CEN's and the NSBs' websites to look up each standard in turn and identify (where possible) its original (first) year of publication, to support this part of our analyses.

The results of these analyses are presented in Section 4.2.

3.5.3 Analysis of currently operated certification schemes

All of the certification schemes currently in operation and identified to us by the responding Certification Bodies were validated to ensure that the standard(s) to which they relate do indeed fall into the area of 'services' as defined separately by CEN and by each NSB. By cross checking each certification scheme against our (now) 'official' list of service standards it was possible to identify which were relevant and which were not. In fact, a significant minority of the schemes identified by Certification Bodies were not actually in scope, as they related to standards that were not considered by NSBs to fall within the area of services. As such, many of the schemes identified were not included in our analyses and many of the responding Certification Bodies were adjudged to not have any relevant schemes, even where they believed that they did.

Having identified the relevant schemes the study team then conducted analyses to identify which sectors and which countries have higher and lower incidences of schemes, and to determine the time lag between the (first) publication of service standards and the launch of related schemes. The results of these analyses are presented in Section 4.3.

3.5.4 Lists of planned (future) certification schemes

Our information request asked Certification Bodies to notify us of any planned future schemes of relevance to the study. As with the currently operated schemes, these were checked and validated by ensuring that each scheme notified to us was indeed linked to one or more service standards that had been ratified by either CEN or the NSBs. As before, the planned schemes were also then analysed to determine the areas or sectors in which the highest level of future activity is expected. The results of these analyses are presented in Section 4.4.

3.5.5 Expectations concerning future growth in schemes and certificates

Data provided by Certification Bodies concerning expected future trends in (a) the numbers of certification schemes linked to service standards and (b) the numbers of certificates issued through such schemes, were then checked and analysed. Only responses obtained from Certification Bodies with a current or planned scheme of relevance were included, in order to avoid the risk of Certification Bodies with non-relevant activity influencing the results obtained. The results of these analyses are presented in Section 4.5.

3.6 Methodological issues identified through the study

In carrying out this study a number of methodological issues were encountered that have in some way limited our attempts to provide a complete picture of services standardisation and certification in Europe, and to understand recent trends therein. These issues are summarised below in the hope that future studies can be better prepared to deal with them, accepting that it would not be possible for such issues to be solved by a study team in most cases:

- The study team used the databases and lists of accredited organisations available from the National Accreditation Body in each country to identify Certification Bodies and obtain relevant

contact details. Two methodological issues were encountered in this process. First, Certification Bodies are registered to perform their activities in the fields of products, personnel and/or management systems and there are no current systems in place that specifically accredit Certification Bodies to operate in the field of 'services'. This meant that we had to collect the contact details and send information requests to all bodies accredited for any certification purpose. This required additional time and effort, and meant that we could not be sure of the total relevant population of Certification Bodies offering certification in the field of services. Second, a designated person's name and email address were not recorded in the databases in all cases, and often only a generic email address (e.g. info@...) was provided, making contact more difficult in many cases. We believe that these two factors have limited the response rates achievable when directing our request to Certification Bodies in general, because our enquiry was not relevant to the vast majority and the lack of good contact information has meant our request may not have found its way to the most appropriate person

- We identified confusion on the part of some Certification Bodies when dealing with our request, in that they notified us about the standards they use when operating certification services rather than notifying us about the certification services that they offer to clients in the field of services. Any future study in this area would possibly benefit from making this distinction clearer
- The study team experienced some difficulties in getting responses from a small number of NSBs and their linked Certification Bodies. The deadline for responses was extended and additional efforts were taken to encourage replies, but there remained a small number of non-responding NSBs and NSB-linked Certification Bodies. Consequently, some information presented in the report remains unverified by the bodies concerned
- NSBs in some cases have clearly used different criteria to decide which standards should and should not be considered as 'service' standards. This has meant that in some cases NSBs have adopted what might be called an 'open and inclusive' approach while others have been rather more stringent when deciding what to include. This has led to a situation where some NSBs have failed to include or have removed standards from their own lists that would have been included by others. For the purposes of this report, it was agreed that we would respect the decisions taken by the NSBs, but it is apparent that some of the national service standards that are listed may be considered (by some) to fall out of scope while others that have been excluded might legitimately be included on our updated list
- Following on from this, all of the certification schemes notified to us by Certification Bodies had to be validated to ensure that the standard(s) to which they relate do indeed fall into the area of 'services' as defined by CEN and by each NSB. This meant that a significant number of the schemes identified by Certification Bodies had to be considered to be out of scope, even though the bodies themselves considered the schemes to fall within the field of services. This situation meant that several Certification Bodies were judged not to have any relevant schemes, even though they (and we) believed that some of their schemes were of relevance to this study
- The relevant sector of each standard is difficult to determine because of the variety of sector definitions that could be used, the lack of a consistent definition and because the allocation of standards to specific sub-sectors is not something that is routinely done by those developing / selling standards. The study team attempted to categorise each of the identified standards using two separate methods (ICS codes and our own classification system), but neither are perfect:
 - The ICS system, developed by ISO, has the advantage of a defined, external point of reference, that is in use by the standards bodies and allows us to use both an established categorisation system and to use existing data (e.g. from websites) on the allocation of the services standards to ICS categories. However, the ICS system has a number of limitations and in particular gives little feel for the actual service areas in which the standards have been developed. In addition, several of the NSBs do not categorise their standards according to ICS codes so it was not possible for us to use the system in a consistent way
 - Our own classification system, by comparison, was based on more immediately understandable descriptions of the service area to which each standard relates. This allowed all service standards to be allocated to an area in a reasonably meaningful way. However, the system is less 'repeatable' because of the judgements that had to be made, and because the categories have been defined 'bottom-up' rather than 'top down'

It was necessary to identify the *original* year of publication of the standards in order to analyse elapsed time periods between standard publication and the launch of related schemes. The updated lists of service standards obtained from NSBs only included the year of publication of the *latest version* of the standard (which in many cases post-dated the launch of related schemes) and so the study team used CEN's and the NSBs' websites to look up each standard in turn and identify (where possible) its original (first) year of publication. Unfortunately, having expended a large amount of effort in identifying what we believed was the first year of publication of each standard, it became apparent that many of the schemes were still listed as being launched prior to these dates. This 'problem' might be explained by a lack of information on earlier (withdrawn) versions, European standards replacing earlier national standards, and / or incorrect launch dates being provided by Certification Bodies. Whatever the reason, it has not been possible for this study to provide a definitive answer to the question about the time between publication of standards and the launch of related certification schemes

4. Results

This section presents the results of the study. We begin by providing an updated picture of NSBs' links to certification activity (4.1) and then describe the current stock of service standards at European and national levels (4.2). Next, we present our analysis of certification schemes operating at national level that are linked to service standards, overall, by country, and by services area (4.3). We then present information on planned certification schemes (4.4) and conclude by presenting our results regarding Certification Bodies' expectations as to future trends in this area (4.5).

4.1 NSB links to certification activities

The results concerning NSB links to certification activity are set out in Figure 3. It shows that:

Almost half of the NSBs (n=14, 45%) currently operate as Certification Bodies, with standards development and certification activities in most cases being conducted within the same legal entity (n=10) rather than through separate legal entities (n=4)

Just less than one quarter (23%) of the NSBs have an interest in certification but do not operate as Certification Bodies themselves. Of these, the (separate) Certification Bodies that the NSBs have links to have been identified in three cases

Just less than a third of the NSBs (32%) have no involvement or interests in certification activity

Figure 3 - Updated NSB-Certification Body links

Group	Definition	Count	Country (NSB)	Linked Certification Bodies
Group 1	NSB and Certification Body in the same organisation (one legal entity)	10	Greece (ELOT)	ELOT Certification Council
			Hungary (MSZT)	MSZT Secretariat for Certification
			Ireland (NSAI)	NSAI Certification
			Malta (MSA)	SMI Certification Services
			Poland (PKN)	PKN (Certification Department)
			Romania (ASRO)*	ASRO Conformity Marks Office (ASRO-CMO)
			Slovakia (SUTN)	CO SUTN
			Spain (AENOR)	AENOR
			Sweden (SIS)	SIS
			UK (BSI)	BSI
Group 2	NSB and Certification Body in the same organisation (separate legal entities)	4	Austria (ASI)	Austrian Standards plus Certification (AS+C)
			Cyprus (CYS)	Cyprus Certification Company (CYC)
			Denmark (DS)	DS Certificering
			France (AFNOR)	AFNOR Certification
Group 3	NSB with interest in or involved in certification, but not operating as a Certification Body	7	Belgium (NBN)	
			Czech Republic (UNMZ)*	
			Germany (DIN)	DIN CERTCO
			Italy (UNI)	Certiquality, CSI, ICIM, ICQ, IIP, IMQ
			Netherlands (NEN)	
			Norway (SN)	NEMKO
			Slovenia (SIST)*	
Group 4	NSB without involvement in certification	10	Bulgaria (BDS)*	
			Croatia (HZN)	
			Estonia (EVS)	
			Finland (SFS)	
			Iceland (IST)	
			Latvia (LVS)	
			Lithuania (LST)*	
			Luxembourg (ILNAS)	
			Portugal (IPQ)	
			Switzerland (SNV)	

* Unverified

Ten of the NSBs have moved from their original classification (including Croatia, which was previously uncategorised). The various movements between the different groups is summarised in

Figure 4 below and shows that there is no clear trend, with some links between NSBs and certification becoming weaker and others stronger.

Figure 4 - NSB-Certification Body links (changes of category)

	Group 1	Group 2	Group 3	Group 4	Total
Original classification	10	3	9	8	30
Updated classification	10	4	7	10	31
Moved to this group	+3	+1	+2	+4	
Moved out of this group	-3	-0	-4	-2	
Overall change	0	+1	-2	+2	

In the original information provided on NSBs' links to certification, there was of a lack of detail on the *reasons* why each had been placed in a particular category. As such, it is not possible in many cases to explain fully the reasons behind the updated classification. In some cases the change in category may represent a true shift in operations (e.g. the establishment of a new certification activity where none existed previously), while in others it may just represent a better understanding or clarification of a situation that has existed for a long time. However, based on the information available, the following bullet points provide some explanation for the reasons for each of the category changes.

Four countries have changed group 'upwards' (i.e. closer links to certification):

- In Sweden the NSB has recently started a business for the certification of personnel
- In Poland and Slovakia the NSBs are now known to have internal certification divisions
- In the Netherlands it is now known that the NSB owns certain certification schemes, even if it does not operate these schemes itself

Five countries have changed group 'downwards' (i.e. reduced links):

- In Italy, as of this year, the NSB no longer undertakes its own certification activities and instead entrusts compliance with the UNI mark of conformity to specific external bodies
- In Lithuania, the NSB no longer has a certification division
- In Finland and Bulgaria the NSBs are now known to have no direct involvement in certification
- In Cyprus it is now known that CYS (standards) and CYC (certification) are separate legal entities

Finally, Croatia was previously unclassified to one of the NSB groups, but is now confirmed as having no links to certification (i.e. Group 3).

Further details on the link between each NSB and certification activity are provided in Appendix C.

4.2 The development of European and national standards for services

The results of the study in terms of providing an updated and verified list of European and national service standards, based on a preliminary list developed by CEN, are set out below. We then go on to analyse the current stock of service standards in terms of their rate of development and their distribution across different areas of services.

4.2.1 Existence of European Service Standards

At the outset of the study Nordic Innovation provided the study team with a list of 47 European service standards (ENs) that had been previously identified by CEN. The study team expanded and updated this initial list through a search of the CEN website and through cross-reference with the findings of our previous work in this area. In total, 55 European standards were identified prior to the commencement of fieldwork, with the title, reference number and year of publication obtained for each where available. In addition, the original year of publication and ICS codes for each of the published standards were identified and logged. The final list of 55 European service standards identified through this study is presented in Appendix D.

4.2.2 Existence of National Service Standards

Nordic Innovation provided the study team with a list of 290 national service standards that had been previously identified by CEN¹⁶. The standards had been developed by 23 of the NSBs in scope, and had been published across the period 1986 - 2011.

The study team updated and expanded this initial list through Internet searches of the relevant sections of NSB websites and through comparison with the findings of our previous work in this area. A number of updates were found, including pre-standards that had become full standards, standards that had been withdrawn and full titles and reference numbers for standards where only provisional titles and notification numbers were previously available. The desk research also resulted in a number of additional standards of relevance being identified and added to the lists, while other standards were removed as they were considered out of scope (i.e. not full national standards or not in the services area). In total, 318 national standards from 23 countries were identified prior to the commencement of fieldwork, with the title, reference number and year obtained for each where available. NSBs were then asked to verify and expand upon these lists during the fieldwork phase.

Of the 31 NSBs in scope, 26 responded to our request for information and provided updates, changes and / or verification of our list of national standards. Of the 305 standards identified through desk research (or these 26 countries only), 254 were verified as correct, 26 had their title amended and four had their reference number corrected by the relevant NSB. In addition, the NSBs removed 21 standards from the original lists and added 83 previously unidentified standards, resulting in a total of 367 verified national standards in total.

The remaining five NSBs (Bulgaria, Czech Republic, Lithuania, Romania, Slovenia) did not respond to our request for information. Our desk research identified just 13 service standards published by these NSBs and, assuming that these represent a correct and complete account, the total number of national service standards identified through the study is 380.

A summary of the final numbers of national service standards identified through the study, and how these were arrived at is shown in Figure 5 below. A full list of the 380 identified national service standards, by country, is provided in Appendix E.

Figure 5 - Summary of NSB verification of national service standards lists

Country	Desk research		NSB updates					Verified Total	Final total
	Original CEN list	Web updates	Standards added	Standards removed	Ref No. Changed	Title Changed	Just Verified		
France	23	79	1	2	0	0	77	78	78
Italy	68	40	7	2	0	0	38	45	45
Austria	45	44	2	2	0	1	41	44	44
Spain	31	27	15	2	0	1	24	40	40
Norway	14	23	5	0	0	21	2	28	28
Portugal	3	5	16	1	0	0	4	20	20
UK	36	19	7	9	0	0	10	17	17
Estonia	5	16	0	0	0	0	16	16	16
Switzerland	3	3	12	0	0	0	3	15	15
Latvia	4	14	0	0	0	0	14	14	14
Germany	15	8	4	0	1	0	7	12	12
Hungary	0	5	2	0	0	3	2	7	7
Greece	1	4	2	0	0	0	4	6	6
Netherlands	11	5	2	1	0	0	4	6	6
Malta	2	2	3	0	0	0	2	5	5
Ireland	4	5	1	2	2	0	1	4	4
Slovakia	4	0	4	0	0	0	0	4	4
Denmark	0	2	0	0	0	0	2	2	2
Sweden	13	2	0	0	0	0	2	2	2

¹⁶ The original list was cleaned to remove duplicate entries and standards listed for countries (e.g. Turkey) that were not in scope. The final number of full national standards for the countries in scope was 290.

Country	Desk research		NSB updates					Verified Total	Final total
	Original CEN list	Web updates	Standards added	Standards removed	Ref No. Changed	Title Changed	Just Verified		
Cyprus	1	1	0	0	1	0	0	1	1
Finland	0	1	0	0	0	0	1	1	1
Belgium	1	0	0	0	0	0	0	0	0
Croatia	0	0	0	0	0	0	0	0	0
Iceland	0	0	0	0	0	0	0	0	0
Luxembourg	0	0	0	0	0	0	0	0	0
Poland	1	0	0	0	0	0	0	0	0
Bulgaria*	0	0							0
Czech Republic*	2	2							2
Lithuania*	2	2							2
Romania*	1	9							9
Slovenia*	0	0							0
Total	290	318	83	21	4	26	254	367	380

*Unverified

4.2.3 Trends in the development of new service standards

The first year of publication of the 55 European and 380 national service standards identified through this study have been analysed to investigate whether there are any significant trends in the rate of development of new service standards.

Figure 6 shows the number of new **European** service standards published each year. It shows that all of the standards were published in the period 1998-2011, and while an initial rise in the publication rate (from 1999-2003) can be identified, no clear pattern can be seen when looking across the 14-year period as a whole. A slightly larger number of the standards were published in the seven-year period 2005-2011 than in the previous seven years (1998-2004) – 29 (53%) as compared to 26 (47%) – but it is not possible to conclude from these data that we are witnessing any kind of major growth in the rate of development of new service standards at European level.

Figure 6 – Development of new European service standards, by first year of publication (n=55)

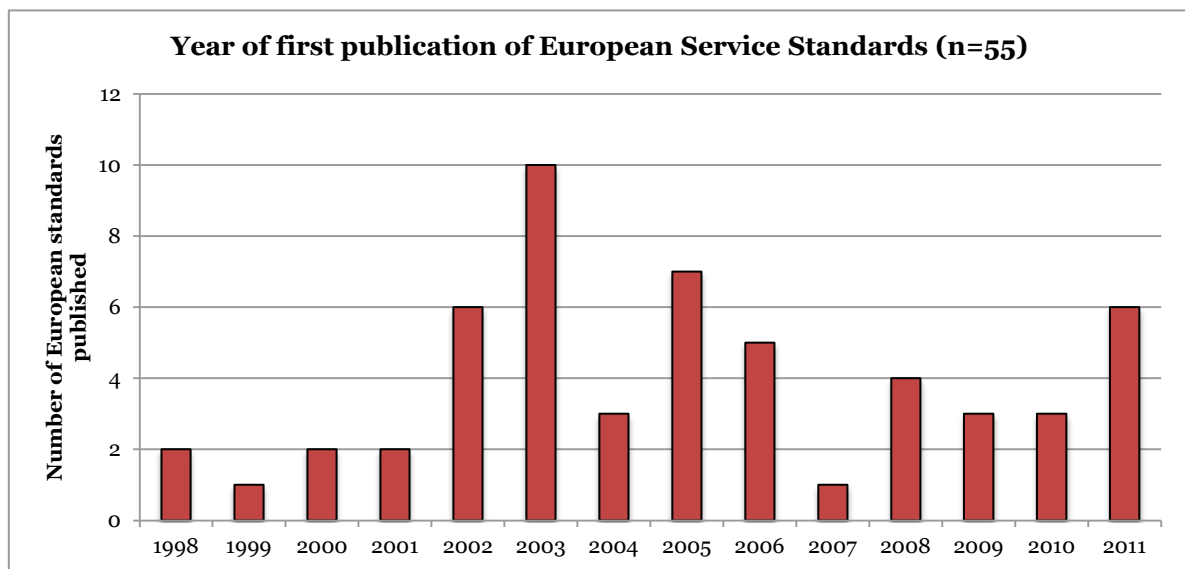
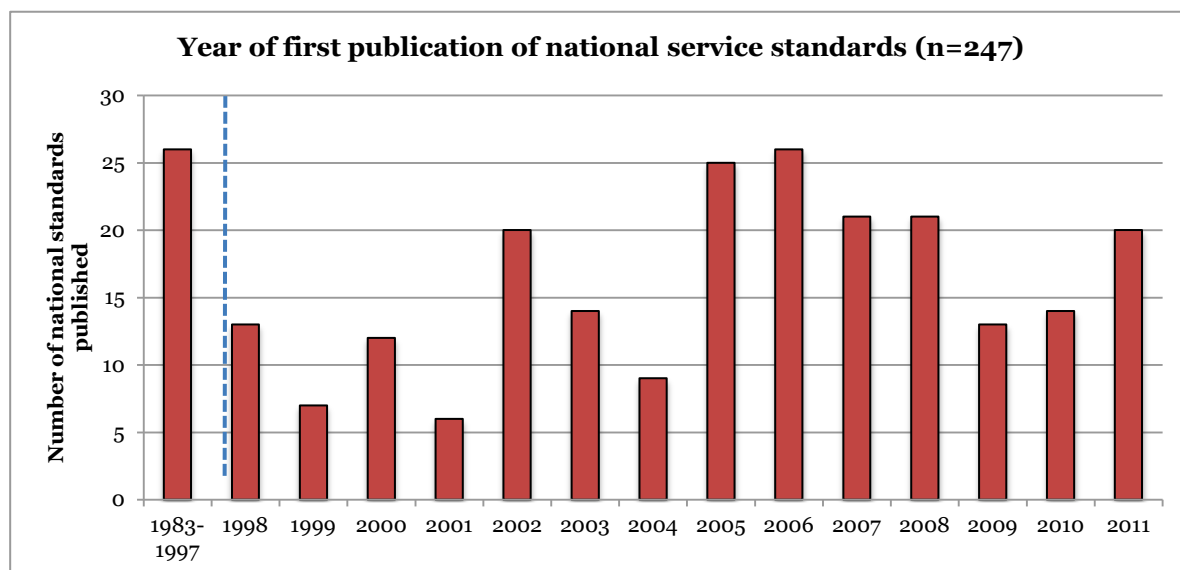


Figure 7 shows the number of new **national** service standards published each year¹⁷. It shows that a small number of the standards (n=26, or 10%) were published in the period 1983-1997, before the

¹⁷ It was not possible to identify the first year of publication for the 132 standards published by NSBs in Finland, France, Greece, Hungary, Malta, Portugal, or Switzerland. Figure 7 therefore presents data for the 247 national service standards

period when European service standards began to be published. It can also be seen that from 1998-2011 there has been fluctuations in the number of new national service standards published each year, with no clear pattern evident. However, the number of new national service standards published in the last seven years (2005-11) is much higher than the number published in the previous seven years (1998-2004) – 140 as compared to 81 – which indicates that the rate of development of new *national* service standards is increasing.

Figure 7 – Development of new national service standards, by first year of publication (n=247)



One aspect of interest to the study is whether new national service standards are being developed at a faster rate than new European ones. The results of our analyses are presented in Figure 8 below, and show that this indeed appears to be the case. During the period 1998-2004 almost a quarter (24%) of the new service standards developed were at European (as compared to national) level, but more recently (2005-2011) this share has fallen to just 17%. Another way to describe the data is to say that from 1998-2004 three times as many new national service standards were developed as compared to new European ones, but from 2005-11 this figure had increased to almost five times as many.

Figure 8 – Comparison of rate of development of new European and new national service standards (n=296)

	1998-2004	2005-2011	Total
European service standards (n)	26	29	55
National service standards (n)	81	140	221
Total service standards (n)	107	169	276
Share that are European (%)	24%	17%	19%

4.2.4 Trends in the development of new *and updated* service standards

A number of problems were encountered in identifying the original (i.e. first) year of publication for each of the national service standards covered by the study. Specifically, it was not possible to find the first publication year for a significant number of the standards, while in other cases we could not be confident that the earliest year identified was actually the first point at which each standard was published. Because of these issues, the analyses shown in the preceding section were repeated using the *most recent* publication year for each of the standards identified. The benefits of this additional analysis are that (a) all of the identified standards can be included and (b) it captures all recent

published by the 17 other NSBs for which this information was available. It should be noted that one standard published in 1953 has been excluded because it fell so far outside the publication year range of the other service standards on our list.

standardisation activity, whether that is the publication of entirely new standards or the revision and updating of pre-existing ones.

When the most recent year of publication / revision of all of the national and European service standards is assessed, the pattern of an increased amount of activity remains, with roughly twice as much activity in the period 2005-2011 as compared to 1998-2004. However, while the overall amount of activity is clearly increasing, the data do not indicate that the gap between national level activity and European level activity is closing or widening. The results of our analysis, which are summarised in Figure 9, reveal that from 1998-2004 14% of the newly published or revised service standards were European, while from 2005-2011 the share that were European was almost exactly the same (13%).

Figure 9 – Comparison of European and national service standards development / revision activity (n=414)

	1998-2004	2005-2011	Total
New / revised European service standards (n)	18	37	55
New / revised national service standards (n)	115	244	359
Total new / revised (n)	133	281	414
Share that are European (%)	14%	13%	13%

In summary, we can state that over the past 14 years a much greater number of service standards have been developed and / or revised at national level than at European level – roughly 6.5 times as many. Furthermore, there is no evidence of any clear change in the ratio between national and European level activity, suggesting that over time there will be more and more national service standards as compared to European ones. This trend, if unchecked, may lead to a situation where the proliferation of national service standards creates barriers to the single market for services due to the introduction of competing or conflicting requirements in different countries. It would therefore seem prudent for the standardisation bodies to maintain some kind of watch on the rate of development of new or revised national service standards, and to ensure that these standards do not introduce barriers to the trade in services.

4.2.5 Sectoral coverage of service standards

The next step in our analysis of the current stock of national and European service standards concerns the sub-sector or area of services that each of the standards relate to or fall under.

The relevant ‘sub-sector’ of each standard is difficult to determine because of the variety of service sector definitions that could be used, the lack of a consistent definition and because the allocation of standards to specific sub-sectors is not something that is routinely done by those developing and / or selling standards. However, we have attempted to categorise each of the identified service standards by sub-sector to first understand which areas the service standards relate to, and second to determine whether the certifications schemes identified through the study are concentrated within specific areas of services or distributed evenly (given the overall profile of service standards).

The 435 service standards identified through the study (including 380 national standards and 55 European standards) have been categorised according to two different classification systems, as set out in the following sub-sections.

4.2.5.1 Distribution of the current stock of service standards by ICS code

The first way to categorise the standards is via the ‘International Classification for Standards’ (ICS) system, developed by ISO. This has the advantage of a systematically defined, external point of reference that is in use by the Standards Bodies and allows us to use both an established categorisation system and pre-existing data (from NSB/CEN websites) on the allocation of the service standards to the ICS categories.

The ICS system consists of three levels, as follows:

Level 1 – Provides 40 ‘fields of activity’ each of which is assigned a two digit code (e.g. 03 - Services. Company organisation, Management and quality. Administration. Transport. Sociology)

Level 2 – Provides 392 ‘groups’ into which the fields of activity are subdivided, each of which is assigned a three digit code in addition to the field of activity code (e.g. 03.080 - Services)

Level 3 – Provides 909 ‘sub-groups’ into which 144 of the groups are further divided, each of which is assigned a two digit code in addition to the group code (e.g. 03.080.10 - Industrial services)

The 55 European and 380 national service standards were each looked up on the relevant CEN/NSB website and (where given) the ICS code(s) relating to each standard were logged. In total, the ICS codes for all of the (n=55) European service standards could be identified from CEN’s website, and the codes for 303 of the 380 national service standards could be identified from the relevant NSB websites. In total, ICS codes could therefore be found for 358 of the 435 service standards identified through the study (82%).

Figure 10 provides a breakdown of the numbers of European and national service standards allocated to each of 28 Level 2 ICS codes where at least three standards have been assigned¹⁸. It reveals that most of the standards are assigned to field of activity 03 - *Services. Company organisation, Management and quality. Administration. Transport. Sociology*, and most of the standards placed here are in the *Services* and/or *Company organisation and management* groups. There are also significant numbers of standards in the leisure and tourism, financial services, vocabularies, quality, construction and buildings groups. It should be noted that individual standards are in some cases coded against more than one ICS code, which explains why the totals shown in Figure 10 are higher than the number of standards covered.

Looking at Figure 10 it can be seen that in most of the areas where significant numbers of service standards exist, standards have been developed at both European and national levels. However, some exceptions can be identified - for example in the areas of (a) financial services and construction, where all of the standards have been developed at national level, and (b) postal services where all of the standards have been developed at European level.

Figure 10 – Classification of European and National service standards by ICS code (n=358)

ICS GROUPS (LEVEL 2)	National service standards (n=303)	European service standards (n=55)	Total (n=358)
03.080 Services	127	33	160
03.100 Company organization and management	63	5	68
03.200 Leisure. Tourism	33	8	41
03.060 Finances. Banking. Monetary systems. Insurance	28	0	28
01.040 Vocabularies	15	10	25
03.120 Quality	21	2	23
91.010 Construction industry	23	0	23
91.040 Buildings	16	6	22
03.220 Transport	12	3	15
93.010 Civil engineering in general	13	0	13
13.310 Protection against crime	10	2	12
97.220 Sports equipment and facilities	10	1	11
03.240 Postal services	0	9	9
91.140 Installations in buildings	8	0	8
11.020 Medical sciences and health care facilities in general	7	0	7
93.080 Road engineering	7	0	7
93.030 External sewage systems	5	0	5
01.080 Graphical symbols	5	0	5
75.160 Fuels	5	0	5
11.180 Aids for disabled or handicapped persons	3	1	4
03.180 Education	3	1	4
13.100 Occupational safety. Industrial hygiene	4	0	4
13.340 Protective equipment	4	0	4

¹⁸ A further 38 Level 2 ICS codes had one or two of the standards assigned to them

ICS GROUPS (LEVEL 2)	National service standards (n=303)	European service standards (n=55)	Total (n=358)
97.150 Non-textile floor coverings	4	0	4
03.140 Patents. Intellectual property	3	0	3
13.060 Water quality	3	0	3
13.300 Protection against dangerous goods	2	1	3
91.060 Elements of buildings	3	0	3
<i>Others (not shown above)</i>	<i>44</i>	<i>9</i>	<i>53</i>
Total	481	91	572

While some clear patterns can be discerned, the ICS classification system has a number of limitations, and in particular gives little feel for the actual service areas in which the standards have been developed. For this reason we have decided not to use the ICS classification further, and to use our own classification system instead, which is based on more immediately understandable descriptions of the service area to which each standard relates. While less 'repeatable', our own classification system means that all of the service standards identified through the study can be allocated to an area in a reasonably meaningful way.

The following sub-section presents the distribution of service standards based on our own classification system.

4.2.5.2 Distribution of the current stock of service standards, using our own classification system

The titles of each of the service standards identified through the study provide a reasonably good indication of the area of services to which the standard relates, and we have used the titles to develop our own 'two-level' classification system. The system comprises 14 'main areas' of services and 57 'sub areas'. The categories used and the numbers of national and European standards falling within each area are shown in Figure 11 below.

Figure 11 - National and European Service Standards, by services area

Main and Sub Areas	National standards	European standards	Total
Construction and utilities	38	0	38
<i>Construction services</i>	<i>29</i>	<i>0</i>	<i>29</i>
<i>Utility services</i>	<i>9</i>	<i>0</i>	<i>9</i>
Customer contact	18	2	20
<i>Call centre services</i>	<i>9</i>	<i>1</i>	<i>10</i>
<i>Direct selling services</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>Other customer services</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>Reception services</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>Market research</i>	<i>1</i>	<i>1</i>	<i>2</i>
Education, training and recruitment	21	0	21
<i>Education services</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>Recruitment services</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>Training services</i>	<i>13</i>	<i>0</i>	<i>13</i>
Facilities and maintenance	70	11	81
<i>Facilities management</i>	<i>9</i>	<i>6</i>	<i>15</i>
<i>Maintenance services</i>	<i>35</i>	<i>4</i>	<i>39</i>
<i>Cleaning services</i>	<i>26</i>	<i>1</i>	<i>27</i>
Finance and real estate	32	1	33
<i>Valuation services</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>Debt services</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>Financial services</i>	<i>8</i>	<i>0</i>	<i>8</i>
<i>Real estate services</i>	<i>18</i>	<i>1</i>	<i>19</i>
Food and accommodation	27	1	28
<i>Accommodation services</i>	<i>13</i>	<i>1</i>	<i>14</i>
<i>Catering services</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>Restaurant services</i>	<i>7</i>	<i>0</i>	<i>7</i>
<i>Agricultural services</i>	<i>2</i>	<i>0</i>	<i>2</i>
Healthcare and personal services	26	2	28
<i>Health services</i>	<i>11</i>	<i>1</i>	<i>12</i>

Main and Sub Areas	National standards	European standards	Total
<i>Residential Care Services</i>	7	0	7
<i>Personal services</i>	7	0	7
<i>Funeral Services</i>	1	1	2
IT, information and communication	7	12	19
<i>IT services</i>	0	0	0
<i>Communication services</i>	3	0	3
<i>Postal services</i>	0	10	10
<i>Archival services</i>	2	2	4
<i>Information services</i>	2	0	2
Security and emergency services	14	2	16
<i>Security services</i>	13	2	15
<i>Emergency services</i>	1	0	1
Sport and leisure activity	22	6	28
<i>Diving services</i>	0	6	6
<i>Other sport and leisure services</i>	10	0	10
<i>Skiing services</i>	9	0	9
<i>Water sport services</i>	3	0	3
Tourism	18	3	21
<i>Language study tour services</i>	0	1	1
<i>Tourism information services</i>	3	0	3
<i>Tourism services - general</i>	15	1	16
<i>Tourist guide services</i>	0	1	1
Transport and logistics	24	13	37
<i>Transport logistics services</i>	4	2	6
<i>Transport services</i>	7	6	13
<i>Vehicle services</i>	9	0	9
<i>Removals services</i>	4	5	9
Other business services n.e.c.	23	2	25
<i>Events management</i>	1	0	1
<i>Translation services</i>	3	1	4
<i>Management consulting services</i>	4	1	5
<i>Business support services</i>	6	0	6
<i>Pest control services</i>	1	0	1
<i>Retail services</i>	8	0	8
Cross-sector	40	0	40
<i>Certification and inspection services</i>	5	0	5
<i>CSR - service-specific</i>	3	0	3
<i>EMS - Service-specific</i>	0	0	0
<i>OHAS - service-specific</i>	2	0	2
<i>Procurement and contracts</i>	13	0	13
<i>QMS - service-specific</i>	11	0	11
<i>Research and development</i>	6	0	6
Total	380	55	435

One aspect of interest to the study was the extent to which the development of standards for services is taking place only or predominantly at national level, with little European standardisation, as this may provide an early warning of fragmentation in the Single Market for services (created through conflicting requirements or practices at national level).

Figure 12 shows graphically the relative shares of national and European standards that fall into each of the 'main' service areas of our classification system. It indicates that there are very high ratios of national to European service standards in the following main areas:

Construction and utilities – 38 national services standards have been developed in this area across six European countries, while no European standards have been developed

Education, training and recruitment - 21 national services standards have been developed in this area in eight different European countries, while no European standards have been developed

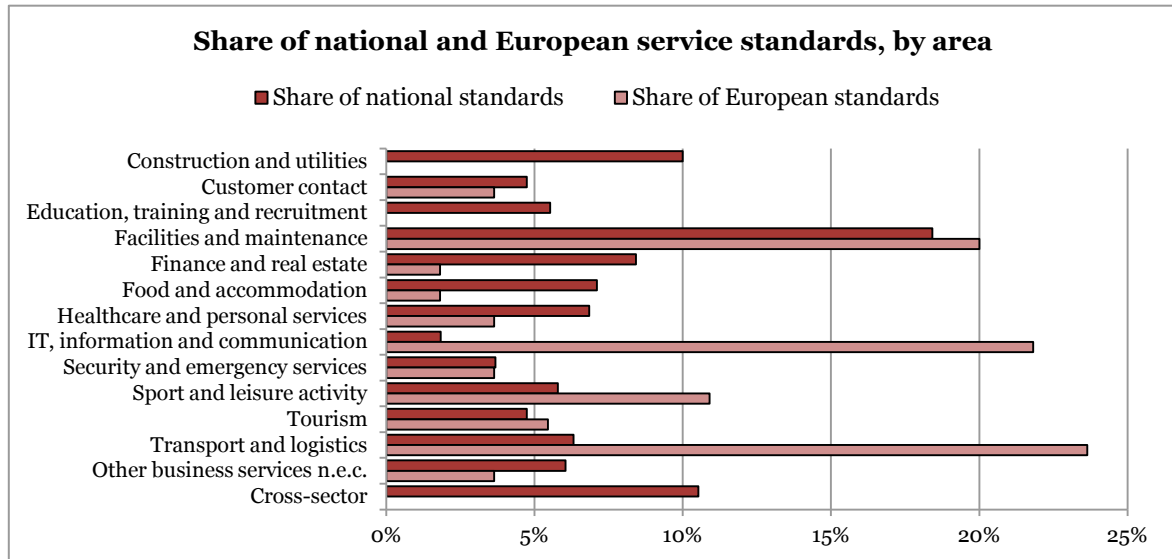
Finance and real estate – 32 national service standards have been developed in this area in eight different European countries, while only one European standard has been developed

Food and accommodation - 27 national service standards have been developed in this area in seven different European countries, while only one European standard has been developed

Healthcare and personal services - 26 national service standards have been developed in this area in ten different European countries, while only two European standards have been developed

Cross-sector - 40 national service standards have been developed in this area in 11 different European countries, while no European standards have been developed

Figure 12 – Shares of national and European standards, by area (n=435)



It is important to emphasise that large numbers of national standards and few European standards in a given area does not ‘automatically’ mean that there is a problem. However, such a situation does suggest that further investigations might usefully be carried out to see whether the various national standards that have been developed are sufficiently closely related and sufficiently widely dispersed (across different countries) that they could (in principal or in practice) present market barriers for service companies seeking to trade their services across borders.

The next step was therefore to determine the number of different countries that have developed national service standards in each of the 57 sub-areas used to profile the standards by sub-sector. The analyses showed that in just over half of the sub-areas (n=30, 53%) national service standards have been developed in no more than two countries. However, in 12 of the sub-areas national service standards have been developed in five or more countries. These sub-areas were as follows: Cleaning services (11 countries); Security services (7); Procurement and contracts (6); QMS - service-specific (6); Maintenance services (6); Personal services (6); Other sport and leisure services (6); Tourism services – general (6); Construction services (5); Recruitment services (5); Health services (5); Vehicle services (5).

4.3 The development of certification schemes linked to service standards at national level

This section presents the results of our efforts to identify certification schemes that are linked to the European and national service standards discussed in the preceding sections.

In total, the study has identified 163 relevant certification schemes, which are operated by 41 different Certification Bodies based in 17 different countries. The 163 schemes collectively cover 111 different service standards, or 26% of those identified through the study. A higher proportion of the European service standards have linked certification schemes (44%) as compared to national service standards (23%). The sub-sections below provide more details on these schemes, a full listing of which can be found in Appendix F.

4.3.1 Certification bodies operating relevant schemes

A very large number of Certification Bodies exist in the 32 countries covered by the study – more than 1,300 in total. It should be noted that some of the Certification Bodies operate in more than one country and in these cases each national operator is treated as a separate Certification Body (meaning that if a Certification Body operates in six countries each of its six national offices is counted as a separate Certification Body).

A total of 269 Certification Bodies responded to our request for information, of which just 41 were found to operate relevant schemes. The number of Certification Bodies claiming to operate relevant schemes was in fact higher, but in many cases the schemes described were not linked to service standards operated by the NSBs, CEN or ISO and so were judged to be out of scope. The 41 Certification Bodies with relevant schemes are listed in Figure 13 below, by country, along with the number of relevant schemes that each Certification Body currently operates. It should be noted that in a small number of cases the schemes have been identified from Certification Bodies' websites and have not been verified or validated by the body concerned.

Figure 13 – Certification bodies identified as operating relevant certification schemes

Country	Certification Body	Number of relevant schemes
Austria	AS+C	12
	Quality Austria	3
	SGS Société Générale de Surveillance	2
	TÜV Austria	2
Denmark	DS Certificering	4
Estonia	Metrosert	1
France	AFNOR Certification	30
Germany	Associated Partners Zertifizierungsgesellschaft mbH	1
	DIN Certco	7
	TÜV	4
	VdS Schadenverhütung GmbH Zertifizierungsstelle	1
Greece	ELOT (Certification Council)	4
Hungary	MSZT Certification Department	2
Ireland	NSAI	5
Italy	CERTIEURO S.r.l.	1
	Certiquality	2
	ICIM SpA	1
	IMQ SpA	2
Latvia	Latvian Real Estate Association, Certification Centre (LANIDA)	1
Malta	SMI Certification Services (Malta)	4
Netherlands	Bureau Veritas Certification	1
	Control Union Certifications	1
	DEKRA Certification	1
	Det Norske Veritas Certification	3
	Kiwa Netherlands	5
Norway	FORCE Technology Norway	1
	Soft Sertifisering	1
Slovakia	Certification Division CO SUTN	3
	Slovenská spoločnosť pre kvalitu	3
Spain	AENOR	23
	Madrid Chamber of Commerce and Industry	2
Switzerland	Swiss Association for Quality and Management Systems (SQS)	2
United Kingdom	BSI	3
	Bureau Veritas Certification Holding SAS	2
	Lloyd's Register Quality Assurance	5
	Maritime & Coastguard Agency Quality Assurance	2
	Marketing Quality Assurance	1
	Quality Service Standards (Part of BAR)	3
	Security Systems and Alarms Inspection Board	9
	SGS United Kingdom Limited	2

Country	Certification Body	Number of relevant schemes
	Standards International	1
Grand Total		163

The 163 certification schemes identified through the study are distributed across the 41 Certification Bodies that operate them as follows:

The 41 Certification Bodies operate an average of four relevant schemes each

Most of the Certification Bodies (71%) operate between one and three relevant schemes, and only five Certification Bodies operate more than five schemes. Of those operating more than five schemes, four are NSB-linked Certification Bodies and one is a UK-based Certification Body working in the area of security services certification

Almost two-thirds (63%) of the schemes are operated by Certification Bodies that are formally linked to the NSBs. This group of 14 NSB-linked Certification Bodies operate an average of 7.3 schemes each, approximately three times the number of relevant schemes operated by the 'other' Certification Bodies that are not linked to the NSBs (2.3 each)

4.3.2 Geographical distribution of national standards and schemes

Figure 14 shows the numbers of national service standards and national certification schemes in operation in each of the 32 countries covered by the study. These data provide an indication of the level of service standardisation and certification activity within each country. The following points can be identified:

In almost half of the 32 countries (n=15, or 47%) we were unable to identify any relevant certification schemes in operation. The remaining 17 countries have an average of just less than 10 schemes each

Certain countries, for example France, Austria, Spain, Italy and the UK, have large numbers of service standards and related certification schemes in place at national level

Some countries, such as Denmark, Germany, Ireland, the Netherlands, Slovakia and the UK have relatively high numbers of certification schemes compared to the number of national service standards in place

Other countries, such as Estonia, Italy, Latvia, Norway and Switzerland have relatively low numbers of certification schemes compared to the number of national service standards in place

Figure 14 – Distribution of national service standards and certification schemes, by country

Country	National service standards	National certification schemes
Austria	44	19
Belgium	0	0
Bulgaria	0	0
Croatia	0	0
Cyprus	1	0
Czech Republic	2	0
Denmark	2	4
Estonia	16	1
Finland	1	0
France	78	30
Germany	12	13
Greece	6	4
Hungary	7	2
Iceland	0	0
Ireland	4	5
Italy	45	6
Latvia	14	1
Liechtenstein	0	0

Country	National service standards	National certification schemes
Lithuania	2	0
Luxembourg	0	0
Malta	5	4
Netherlands	6	11
Norway	28	2
Poland	0	0
Portugal	20	0
Romania	9	0
Slovakia	4	6
Slovenia	0	0
Spain	40	25
Sweden	2	0
Switzerland	15	2
United Kingdom	17	28
Total	380	163

4.3.3 Links between certification schemes and service standards

The 163 certification schemes identified through the study are each linked to one or more service standards that have been confirmed through the study as in scope, meaning that the standards to which the schemes relate are full national, European or International standards that have been developed by a recognised standardisation body and are currently available in the market place.

A very high proportion (86%) of the schemes are linked to just one standard. A further 10% of the schemes are linked to two standards, and the remaining 4% of schemes are linked to between three and seven standards. Seven is the largest number of standards to which any of the identified schemes relate.

Almost all (n=160, or 98%) of the schemes are linked to either national *or* European *or* International service standards (rather than a combination of these). Just three of the schemes cover standards at different geographical levels (i.e. two schemes cover both European and International standards and one covers both European and national standards). Half of the schemes (50%) are linked to at least one national standard, 39% are linked to at least one European (CEN) standard, and 13% are linked to at least one International (ISO) standard.

Figure 15 shows data on the number of schemes linked to standards at each geographical level, the number of standards covered by these schemes at each level, and the coverage rate provided (based on the relationship between the number of standards covered and the number of standards in existence). The coverage rate could not be calculated for the international standards because we do not have data on the number of service standards in operation at International level.

Figure 15 shows that the 163 schemes identified through the study are collectively linked to 120 standards – 88 at national level, 22 at European level and 10 at International level. Overall, 25% of the national and European service standards identified have at least one certification scheme linked to them, with the ‘coverage rate’ being higher for European standards (40%) than for national standards (23%). Based on these results we can say that only a minority (around one in four) of the national and European service standards developed to date appear to have certification schemes linked to them.

Figure 15 – Relationship between numbers of schemes and standards, by geographical level

Level	National standards	European standards	International standards	Total (National and European only)
Number of schemes linked to standards at this level	81	63	22	
Number of standards covered by the schemes	88	22	10	110
Number of service standards in existence	380	55	n/a	435
Coverage rate	23%	40%	n/a	25%

The Certification Bodies operating relevant schemes were asked to tell us whether these schemes are linked to any criteria other than the content of the standards to which they relate. Only seven of the 163 schemes were identified as including additional criteria, three of which are operated by NSB-linked Certification Bodies and four of which are operated by other Certification Bodies. In three cases the additional requirements concerned accreditation or certification requirements placed on the Certification Body itself or on the use of a national quality mark. In a further three cases the additional requirements related to national legislation or regulations in the area of services covered by the certification schemes. In the final case, the Certification Body indicated that ‘client specific requirements’ were also incorporated into the certification scheme. Based on these findings we can conclude that in almost all cases the certification schemes identified relate solely to the requirements set out in the standards to which they relate.

4.3.4 How quickly are certification schemes developed following publication of service standards

The Certification Bodies contacted as part of the study were asked to tell us the year of launch for each of the schemes they operate, so that we could assess how long on average it takes for the development of service standards to be followed by the creation of linked certification schemes. In order to conduct the analysis accurately it was also necessary to identify the first year of publication of the service standards to which the schemes relate, to avoid a situation where the year of launch of the schemes were being compared to the *latest revision year* of the standard rather than its original year of publication.

Of the 163 certification schemes identified, the year of launch was only provided in 90 (55%) of cases, but it was expected that this would provide a sufficient basis for us to calculate the time lag between the launch of the schemes and the first year of publication of the standards to which they relate. Unfortunately, having identified what we believed was the correct data, it became apparent that many of the schemes were launched *prior* to the (obtained) first date of publication of the standard. This ‘problem’ might be explained in a number of ways:

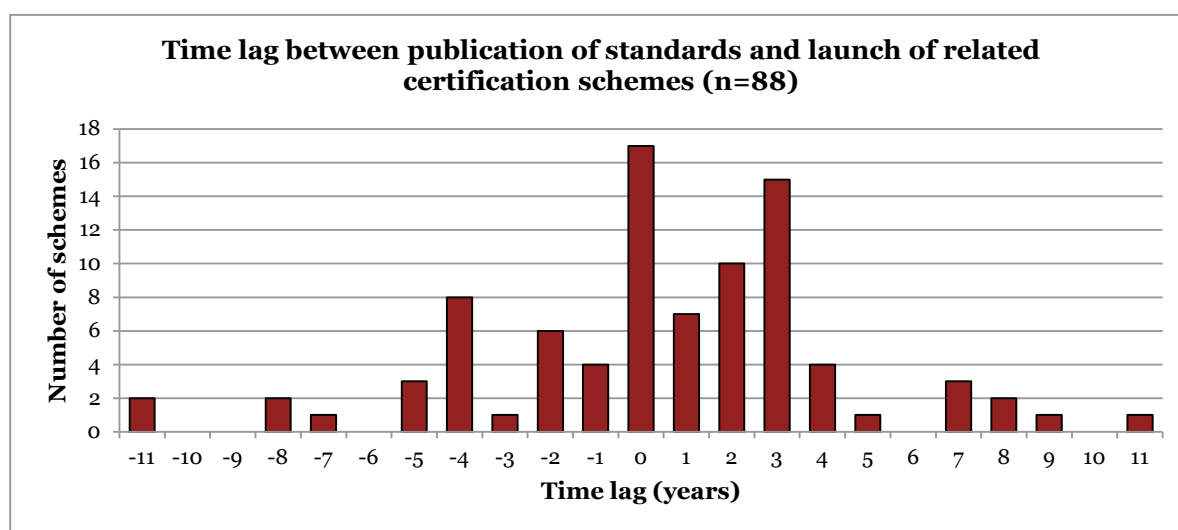
First, our efforts to identify the original (first) year of publication of many of the standards may have been limited by the availability of information on earlier (withdrawn) versions. So, while we were able to identify *some* withdrawn standards that have been replaced by the current versions on our list, there is no guarantee that all previous (withdrawn) versions of the standard were listed on the CEN and NSB websites

Second, the schemes in some cases may originally have been launched in relation to national standards that have now been withdrawn and replaced by European ones. In these cases it is not possible to trace the European standards back to the national standards they replaced

Third, the information provided by the Certification Bodies as to the launch date of the scheme may have been incorrect

Whatever the explanation, the data we have to work with suggests that 31% of the schemes were launched prior to the year of publication of the standards to which they relate, and this casts doubt over the reliability of all of the publication/launch date data we are working with. Nonetheless, we present in Figure 16 the results of the analysis. Ignoring the cases where the schemes pre-date the standards to which they are linked, it can clearly be seen that most (80%) of the schemes are launched within 0-3 years of the publication of the standards, although in one case there is more than a ten year gap between the first publication of a standard and the development of a certification scheme linked to it.

Figure 16 – Time lag between publication of standards and launch of related schemes (n=88)



4.3.5 The development of certification schemes within different services areas

Our own sectoral classification has been used to determine the main areas of services that each of the 163 certification schemes operate within. The results are shown in Figure 17 and indicate the following:

There are relatively high numbers of certification schemes compared to the number of published national and European standards in the areas of (i) security and emergency services, (ii) customer contact, (iii) tourism, and (iv) transport and logistics. These are all areas of high significance to consumers and this may in part explain the relatively large numbers of certification schemes, since service providers may be required or otherwise desire to demonstrate high levels of service quality

There are relatively low numbers of certification schemes compared to the number of published national and European standards in the areas of (i) facilities and maintenance, (ii) construction and utilities, and (iii) cross sector (mainly generic management systems). The relatively low incidence of schemes in these areas may indicate a lower level of importance in terms of demonstrating conformity with the standards through third-party certification

Figure 17 – Certification schemes as a proportion of national and European standards, by sector

Main area	Number of national and European standards	Number of certification schemes	Ratio of certification schemes to standards
Security and emergency services	16	15	94%
Customer contact	20	16	80%
Tourism	21	15	71%
Transport and logistics	37	25	68%
Other business services n.e.c.	25	15	60%
IT, information and communication	19	8	42%
Finance and real estate	33	13	39%
Healthcare and personal services	28	10	36%
Sport and leisure activity	28	10	36%
Education, training and recruitment	21	7	33%
Food and accommodation	28	9	32%
Construction and utilities	38	7	18%
Cross-sector	40	7	18%
Facilities and maintenance	81	6	7%
Total	435	163	30%

The study has also sought to determine the extent to which the certification schemes in each main area of services provide different coverage rates of the standards at national versus European level. Of particular interest is the identification of areas where there is a high incidence of schemes linked to national service standards but relatively few schemes at European level, as this might signal possible focus areas for future investigation. The results of the analyses are shown in Figure 18 and the following points can be noted:

The area where the proportion of national standards with linked schemes is highest is **security and emergency services**, where 79% of the (14) national standards have one or more certification schemes linked to them. By contrast, there is relatively few European standards in this area – just two - and neither of these standards have certification schemes in place. This may indicate an area of possible interest for future investigation as whether the national schemes may fragment the single market for services

A relatively high proportion (52%) of the 27 national standards in the area of **food and accommodation** are covered by certification schemes. There is only one European standard in this area and while it does have a certification scheme linked to it, it is possible that the high numbers of national standards and schemes in this area could represent possible market barriers

A relatively high proportion (39%) of the (18) national standards in the area of **tourism** are also covered by certification schemes, and again, we have found that there are relatively few European standards in this area (n=3). This is another area that could be investigated to establish the extent to which the national standards and schemes might constitute barriers to the single market for services

Figure 18 – Certification schemes as a proportion of national and European standards, by sector

Main area	Number of European standards	Proportion of European standards with schemes in place	Number of national standards	Proportion of national standards with schemes in place
Construction and utilities	0	n/a	38	11%
Cross-sector	0	n/a	40	5%
Customer contact	2	50%	18	22%
Education, training and recruitment	0	n/a	21	33%
Facilities and maintenance	11	9%	70	11%
Finance and real estate	1	100%	32	9%
Food and accommodation	1	100%	27	52%
Healthcare and personal services	2	50%	26	15%
IT, information and communication	12	17%	7	29%
Other business services n.e.c.	2	50%	23	30%
Security and emergency services	2	0%	14	79%
Sport and leisure activity	6	100%	22	32%
Tourism	3	67%	18	39%
Transport and logistics	13	46%	24	29%
Grand total	55	40%	380	23%

4.3.6 Existence of certification schemes at national level within the different sub-areas of services

In order to further investigate the incidence of certification schemes at national level, the analyses were extended down to the sub-areas of services listed in Figure 11 above.

Out of the 57 sub-areas of services used to classify the standards and schemes, we identified 44 sub-areas where at least one certification scheme exists at national level, and 29 sub-areas where two or more schemes exist. In each of these (29) sub-areas we determined whether the schemes in place were linked to national, European or International standards, and also identified the number of different countries within which such schemes operate. The basis for the analysis is that sub-areas with high levels of activity, particularly where the standards and schemes operate within multiple different countries, are the sub-areas where schemes are most likely to be in conflict and could potentially introduce barriers to trade in the single market for services.

The 29 sub-areas with two or more active schemes are listed in Figure 19 along with a brief description of the results of our analysis in each of these areas. The following points can be noted:

In five of the (29) sub-areas, the schemes identified operate only within a single country and therefore are unlikely to introduce issues for cross-border trade in services. It is of course possible that service users in a given country would require service providers to be certified against a national standard while no such requirement exists in other countries, at which point there would be higher barriers to trade in some national markets as compared to others.

In eight of the (29) sub-areas, the schemes identified all relate to either European or International standards. Because these schemes are not linked to specific national requirements it is relatively unlikely that they would introduce barriers to the single market for services within Europe. However, it is possible to imagine a situation where service users in a given country fail to recognise the validity of certificates issued in other countries, at which point market barriers could be introduced. Mutual recognition of these certification schemes is therefore necessary for the smooth functioning of the single market for services

In the remaining 16 sub-areas, the schemes identified operate within two or more different countries and are linked to combinations of national standards and in some cases European and/or International standards. The existence of several different schemes in several different countries within the same sub-area of services, each of which links to different national, European or International requirements, does create the potential for market barriers under certain conditions. Specifically, any provider seeking to trade their services in several different countries may be required to conform to different sets of national, European or International requirements, creating a need for several different certificates to be obtained. This has the potential to act as a non-tariff barrier to cross-border trade in these sub-areas

It is beyond the scope of this study to draw any firm conclusions as to whether the existence of certification schemes linked to service standards does or does not introduce single market barriers to trade. Instead we have sought to investigate the incidence of such schemes and highlight those areas of services that are most affected, not purely in terms of numbers but in terms of the levels at which the schemes operate and the countries within which they operate. It is hoped that this information will be useful for future studies that might investigate the situation in more detail. Such studies should arguably be focused in those areas of services with the highest proliferation of schemes across different countries (i.e. appearing towards the bottom of Figure 19), as intuitively these are the areas where market barriers linked to such schemes would be most likely to occur.

Figure 19 – Incidence of certification schemes in sub-areas of services

Sub-area of services	Schemes (n)	Geographical operation of schemes and standards
Construction services	2	France - 1 scheme linked to 1 national standard UK - 1 scheme linked to 1 national standard
Training services	2	Austria - 1 scheme linked to 1 national standard France - 1 scheme linked to 2 national standards
Financial services	2	Germany - 1 scheme linked to 1 International standard UK - 1 scheme linked to 1 International standard
Residential Care Services	2	France - 2 schemes linked to 2 national standards
Postal services	2	UK - 2 schemes linked to 2 European standards
Tourism information services	2	France - 1 scheme linked to 1 national standard Spain - 1 scheme linked to 1 national standard
Tourist guide services	2	Austria - 1 scheme linked to 1 European standard Germany - 1 scheme linked to 1 national standard
EMS - Service-specific	2	UK - 2 schemes linked to 2 International standards
Diving services	3	Austria - 2 schemes linked to 6 European and 2 International standards Germany - 1 scheme linked to 6 European standards
Other sport and leisure services	3	Malta - 1 scheme linked to 1 national standard Spain - 2 schemes linked to 2 national standards
Water sport services	3	France - 2 schemes linked to 2 national standards Spain - 1 scheme linked to 1 national standard
Vehicle services	3	France - 2 schemes linked to 3 national standards Malta - 1 scheme linked to 1 national standard
Education services	4	Austria - 2 schemes linked to 2 International standards France - 1 scheme linked to 2 national standards Greece - 1 scheme linked to 1 national standard

Sub-area of services	Schemes (n)	Geographical operation of schemes and standards
Real estate services	4	Austria - 2 schemes linked to 1 European standard Greece - 1 scheme linked to 1 European standard Latvia - 1 scheme linked to 1 European standard
IT services	4	Denmark - 1 scheme linked to 1 International standard Italy - 2 schemes linked to 1 International standard UK - 1 scheme linked to 1 International standard
Utility services	5	Netherlands - 4 schemes linked to 1 national standard Norway - 1 scheme linked to 2 national standards
Cleaning services	5	Austria - 1 scheme linked to 1 national standard Denmark - 1 scheme linked to 2 national standards Germany - 1 scheme linked to 1 European standard Norway - 1 scheme linked to 4 national standards Switzerland - 1 scheme linked to 1 European standard
Tourism services - general	5	Spain - 5 schemes linked to 5 national standards
QMS - service-specific	5	Germany - 1 scheme linked to 1 national standard Greece - 1 scheme linked to 1 national standard Hungary - 1 scheme linked to 1 International standard UK - 2 schemes linked to 2 International standards
Market research	6	Austria - 1 scheme linked to 1 International standard Denmark - 1 scheme linked to 1 International standard Spain - 1 scheme linked to 1 International standard UK - 3 schemes linked to 1 International standard
Debt services	6	Netherlands - 6 schemes linked to 3 national standards
Funeral Services	6	Denmark - 1 scheme linked to 1 European standard France - 1 scheme linked to 1 European standard Slovakia - 2 schemes linked to 1 European standard Spain - 1 scheme linked to 1 European standard UK - 1 scheme linked to 1 European standard
Language study tour services	6	Austria - 1 scheme linked to 1 European standard France - 1 scheme linked to 1 European standard Germany - 1 scheme linked to 1 European standard Malta - 1 scheme linked to 1 European standard Slovakia - 2 schemes linked to 1 European standard
Removals services	6	Austria - 1 scheme linked to 1 national standard France - 1 scheme linked to 4 European standards UK - 4 schemes linked to 1 national and 4 European standards
Accommodation services	7	Germany - 1 scheme linked to 1 European standard Spain - 6 schemes linked to 6 national standards
Call centre services	8	Austria - 2 schemes linked to 1 European standard France - 1 scheme linked to 1 European standard Germany - 1 scheme linked to 1 European standard Ireland - 1 scheme linked to 1 European standard Italy - 1 scheme linked to 1 European and 1 national standard Netherlands - 1 scheme linked to 1 national standard Switzerland - 1 scheme linked to 1 European standard
Translation services	12	Austria - 2 schemes linked to 1 European standard Estonia - 1 scheme linked to 1 European standard Germany - 2 schemes linked to 1 European standard Hungary - 1 schemes linked to 1 European and 1 International standard Ireland - 1 scheme linked to 1 European standard Slovakia - 2 schemes linked to 1 European standard Spain - 1 scheme linked to 1 European standard UK - 2 schemes linked to 1 European standard
Security services	15	France - 1 scheme linked to 1 national standard Germany - 3 schemes linked to 3 national standards Ireland - 2 schemes linked to 2 national standards Italy - 3 schemes linked to 2 national standards UK - 6 schemes linked to 6 national standards
Transport services	16	Austria - 2 schemes linked to 1 European standard France - 8 schemes linked to 2 European standards Ireland - 1 scheme linked to 1 national standard Spain - 2 schemes linked to 1 European standard UK - 3 schemes linked to 1 European and 1 national standard

4.4 Planned certification schemes linked to service standards

The study team was tasked with identifying both existing and *planned* certification schemes linked to service standards at national level. As such, all Certification Bodies were asked to list any planned certification schemes of relevance, along with their expected year of launch and the relevant standard(s) that would be covered. To encourage responses, Certification Bodies were assured that any details provided would only be reported in an aggregated, non-attributable manner.

The majority of the responding Certification Bodies did not provide details of *any* planned certification schemes. Because of the non-disclosure statement, we must assume that in most cases this is because no schemes are planned, rather than because the Certification Bodies do not wish to divulge this information. Another eight planned schemes did not relate to formal service standards and so these have not been included in the analysis.

In the final event only nine Certification Bodies reported planned schemes of relevance, collectively identifying a total of 21 forthcoming schemes. Where known these schemes were expected to be launched in either 2011 (n=1) or 2012 (n=18). Figure 20 below shows the distribution of the planned schemes by the geography and sector of the standards covered. As can be seen, 10 of the planned schemes will relate to national standards and 11 to European standards. The planned schemes are linked to standards in a total of 11 sub-areas, with more than one scheme planned in health, security, call centre, real estate and transport services.

Figure 20 - Planned certification schemes, by the geography and sector of the standards covered

Sector	National standard	European standard	Total schemes
Health services	4	1	5
Security services	2	2	4
Call centre services	1	1	2
Real estate services		2	2
Transport services		2	2
Accommodation services		1	1
Funeral services		1	1
QMS – Service-specific	1		1
Residential care services	1		1
Tourism services – general	1		1
Translation services		1	1
Total	10	11	21

4.5 Future expectations concerning the growth of certification schemes linked to services

The study also took the opportunity to ask Certification Bodies about their expectations with regard to the future of certification schemes relating to services. They were asked whether they expected (i) the number of such certification schemes, and (ii) the number of related certificates they issued annually, to increase, remain stable or decrease. Only organisations currently operating, or planning to operate certification schemes linked to service standards were asked to respond.

The feedback received is summarised in Figure 21 below. The majority of respondents reported that they expected the number of service sector certification schemes and the number of service sector certificates to increase in the future. A slightly higher proportion felt that certificates would increase than schemes. Only one respondent felt that both the number of schemes and the number of certificates issued would decrease in the future.

Figure 21 - Future expectations relating to service sector certification

	Increase	Remain stable	Decrease	n
Number of schemes	69%	28%	3%	29
Number of certificates	72%	28%	0%	29

5. Conclusions

This section summarises our findings and presents our conclusions, based on the information collected and analyses conducted during the study.

5.1 The development of national certification schemes linked to service standards

The main objective of the study was to identify the extent to which the development of standards for services is followed up by the development of related certification schemes at national level.

Based on the results obtained we have found that 25% of the national and European service standards currently in operation have led on to the development of related certification schemes at national level. Currently adopted European standards appear more likely to lead to the development of certification schemes (40% of cases) than do currently adopted national standards (23% of cases).

It is of course possible that the study has failed to identify some relevant certification schemes linked to service standards, but we do not believe that such ‘unidentified’ schemes will exist in large numbers. The vast majority of Certification Bodies that responded to our request indicated that they do not operate any schemes of relevance, and this would suggest the request was not relevant to many or most of the Certification Bodies that failed to respond. Therefore, allowing for the fact that we may have missed a small number of relevant schemes, we can conclude that somewhere between 25%-30% of the service standards currently adopted at national and European level have led on to the development of related certification schemes.

The study has also found that the certification schemes in almost all cases provide complete coverage of the standards to which they relate, and only in a very small minority of cases encompass additional criteria. In the cases that do cover other criteria, these tend to relate either to requirements concerning the performance of certification / accreditation activities or to additional requirements set out in national legislation or regulations in the area of services concerned.

The year of launch of the schemes has been compared to the first year of publication of the standards to which they relate, where this information was available. Based on the results we can conclude, but only tentatively, that the majority of certification schemes are developed within 0-3 years following the publication of the standards to which they relate. In some cases, however, it takes as much as 11 years for the related certification schemes to be launched following the publication of a standard. It should be noted that problems in identifying the first year of publication of the standards mean that these findings should be treated with caution.

The 163 certification schemes identified through the study are operated by 41 different Certification Bodies based in 17 different countries. Almost two thirds of the schemes are run by Certification Bodies that are formally linked to the National Standards Bodies, either forming part of the same legal organisation or otherwise being linked through joint ownership. Certification Bodies linked to NSBs are more likely to be operating certification schemes in the area of services and in larger numbers than those that are not linked to the NSBs.

The certification schemes operate within a very broad range of sub-sectors or service areas. Comparison between (a) the numbers of published standards in each area of services and (b) the number of certification schemes in those areas lead us to conclude that:

There is a relatively large number of certification schemes compared to the number of published national and European standards in the areas of (i) security and emergency services, (ii) customer contact, (iii) tourism, and (iv) transport and logistics. These are all areas of high significance to consumers and this may in part explain the relatively large numbers of certification schemes, since service providers may be required or otherwise desire to demonstrate high levels of service quality

There are relatively few certification schemes compared to the number of published national and European standards in the areas of (i) facilities and maintenance, (ii) construction and utilities, and (iii) cross-sectoral areas (mainly generic management systems). The relatively low incidence of schemes in these areas may indicate a lower level of importance in terms of demonstrating conformity with the standards through third-party certification

The study has identified a small number of areas where there is a high incidence of national standards and schemes but relatively few European standards and schemes. These are (i) security and emergency services, (ii) food and accommodation, and (iii) tourism. The existence of high levels of national standardisation and certification activity in these areas in the absence of European level developments opens the possibility that barriers to trade in services might be introduced¹⁹.

Further analyses have identified the extent to which each sub-area of services is affected by a high incidence of certification schemes at national level. The expectation is that multiple schemes operating within an area of services would be more likely to generate trade barriers, particularly if the schemes are linked to different requirements in different countries. The 57 sub-areas of services where service standards have been developed can be classified as follows, based on our analysis of the incidence of certification schemes in the field of services:

In 13 sub-areas (out of 57) no relevant certification schemes could be identified

In 15 sub-areas just one relevant certification scheme could be identified. It is therefore unlikely that these 'lone' schemes could present barriers to trade in the single market for services

In five sub-areas, two or more relevant schemes could be identified, but these schemes operate only in a single country. As such, they are unlikely to present barriers to the trade in services

In eight sub-areas, two or more relevant schemes were identified but all of these were linked to standards developed at European and/or International levels. Because these schemes are not linked to national requirements it is relatively unlikely that they would present single market barriers. However, if the certification schemes are recognised only in some countries and not others then it is possible that this could create market barriers. EU-wide recognition of certificates issued by accredited Certification Bodies against European and International standards is therefore something that should be ensured

In each of the remaining 16 sub-areas, two or more schemes were identified that link to standards at different levels (national, European, International) and/or in different countries. In some cases more than ten schemes were identified in the same sub-area, and in some sub-areas schemes were identified in as many as seven countries. The existence of schemes in several different countries within the same sub-area of services, each of which is linked to different requirements, does create the potential for barriers to be introduced within the single market for services. We therefore suggest that any future studies to assess whether the schemes are in fact presenting barriers to trade in services should focus on one or more of these sub-areas: Transport services; Security services; Call-centre services; Accommodation services; Removals services; QMS – service-specific; Cleaning services; Utility services; Education services; Vehicle services; Water sport services; Other sport and leisure services; Tourist guide services; Tourism information services; Training services; Construction services

In order for schemes in these areas to *actually* constitute barriers to the single market for services other conditions would also have to hold. Specifically, the standards to which these schemes relate would have to be shown to cover the same ground as each other and there would have to be good evidence that service providers are seeking to trade their services in the countries affected and are encountering market barriers due to the existence of the standards and schemes. Given that it has been beyond the scope of the study to carry out such detailed investigations, all we can conclude at this stage is that these are areas where further investigation appears to be most warranted.

5.2 Trends in the development of national service standards and certification schemes

The study has developed updated lists of European and national service standards and investigated their rate of development, overall and within different areas of services. We have found that seven times as many service standards exist at national level within the 32 countries in scope (n= 380) as compared to European service standards (n=55).

Due to difficulties in identifying the first publication year of standards it is difficult to say whether the rate of development of service standards is increasing more at national than European level, but

¹⁹ The recent issuing by the European Commission of a mandate to CEN to develop European standards in the field of security services was in part prompted by the recognition of the high level of national standardisation activity in this area.

the data we have suggests that this may well be the case. If our data are correct, only slightly more European service standards have been developed over the past seven years as compared to the previous seven years, while in the case of national standards the number of new standards developed appears to have almost doubled across the two periods. While these trends cannot be confirmed categorically, it is clear that the number of national and European standards available in the market place is increasing, and that a proportion of these are likely to lead on to the development of related certification schemes. Given this, it would seem prudent to maintain a periodic watch on the rate of development of national and European service standards, to ensure that any proliferation does not begin to introduce barriers to trade in services as a result of competing or conflicting requirements.

Based on the current stock of service standards at national and EU level we have concluded that certain areas of services have a very high ratio of national to European standards. These are in the areas of (i) construction and utilities, (ii) education, training and recruitment, (iii) finance and real estate, (iv) food and accommodation, (v) healthcare and personal services, and (vi) cross-sectoral areas (such as R&D services, procurement, contracts, etc.). While this situation does not, in and of itself, constitute any kind of problem from a single market perspective, further studies might usefully be carried out to better understand why these areas have proved to be amenable to high levels of national standardisation without much corresponding activity at the European level.

The Certification Bodies were asked to notify us about any planned schemes that they expected to launch in the future that are linked to service standards. We discovered that most do not have any specific plans for new schemes, or were unwilling to divulge such information. However, a small number of schemes (n=21) were notified to us as under development and due to be launched within the next year. Approximately half of the schemes will be linked to national service standards and half to European standards. Based on the number of schemes launched in recent years – roughly 10-20 per year – it seems likely that a steady growth in certification schemes will continue. However, it may prove prudent to repeat this exercise in the not too distant future to better determine the rate of development of new schemes linked to service standards at national level.

Certification bodies were also asked to indicate whether they expect the number of certification schemes in the area of services to increase, decrease or remain stable in future. The vast majority (69%) of the Certification Bodies expect the number of schemes to increase and all but one of the remaining respondents expect them to remain stable. This would seem to fit with the idea that the number of certification schemes in the area of services will continue to rise in absolute terms, but does not strongly indicate that they will proliferate in the immediate future.

Appendix A Study terms of reference

A.1 Introduction

“A study on services certification linked to services standards at national level in Europe”

The main aim of the Services Directive – to develop a Single Market for services – may be challenged by standardisation and/or certification (the latter linked to conformity assessment) **taking place at national level**. Standardisation²⁰ and certification are useful tools for increasing the quality of services and for creating trade in services. However, when taking place at national level, both tools may fragment the Single Market for services.

- With regard to **standardisation**, Article 26 (5) of the Services Directive is quite “vague” on the use of certification compared to how standardisation is used for products under the “New Approach”. Over the last 10 years approximately 350 standards²¹ for services have been developed at national level in the EEA, versus only approximately 50 at European level. If this development continues in the same proportions, there is a real risk of fragmentation of the Single Market for services by national standards.
- As for **certification** of services, Article 26 (1) of the Services Directive is also quite “vague” on the use of certification. It seems that national standards for services are quite often followed up by certification schemes at national level. This is another contribution to the fragmentation of the Single Market, if service providers who want to sell services in other markets have to seek certification in all or some of these markets for the same service. This is particularly burdensome to SMEs.

Two studies published by Nordic Innovation have recently tried to shed light on this issue. A 2008 survey of the certification market in the Northern European service sector identified almost 37,000 service certificates issued as part of 83 certification schemes. A 2010 follow-up study on Nordic service providers' experiences and views on certification as a business tool, furthermore argues that national level certification schemes are on the rise.

Moreover, the studies show that there are many types of certification proposed, not only by professional third party certification bodies, but also by service industry organisations, or encouraged by public authorities, the latter being particularly active in the environmental field. There is a real need to further study what is happening in Europe with regard to certification of services at national level, in order to find out to what extent certification fragments the Single Market for services.

For this reason, Nordic Innovation has decided to obtain an overview on certification schemes at national level based on **to what extent do standards lead to the development of certification schemes at national level?**

A.2 Objective

The main purpose of this study is to identify to what extent the **development of standards** for services actually is followed up by the development of related certification schemes **for services** at national level, and to describe the findings in a reader friendly and systematic way. It is not a study which calls for deeper analysis.

A.3 Methodology

The consultant shall, taking the list of national and European service standards attached to this document as a point of departure, and through screening of and contacts with national standards bodies members of CEN and/or their related certification activity if relevant, identify and describe certification schemes **for services** operating at national level (schemes operating in a few countries should also be reported).

²⁰ See e.g. <http://www.cen.eu/cen/Sectors/Sectors/Services/Pages/default.aspx>

²¹ According to a list from CEN received by the Nordic Innovation

The consultant shall briefly describe the title and scope of the relevant standard(s) and the scope of the related certification scheme.

The consultant shall describe whether identified schemes also are based on other criteria than contained in standards. These could for example include criteria on products, systems, processes or procedures relating to the service.

The consultant shall identify which service sectors are most affected with regard to certification. The attached list of national service standards will be a starting point for the research. The consultant should give feedback on whether the research carried out shows that there are service standards missing that should be included in the survey.

We invite the consultant to present in the offer the best research design for this study. However, in order to conduct as many interviews as possible we believe that internet research and telephone interviews should be used to the extent possible, but this does not exclude the need for face-to-face meetings. The study will have to take place in many countries. Information available in different languages may be a challenge. The consultant should in the offer describe its network to be used for the study in the countries ("language regions") to be studied.

A.4 Scope

Schemes to be reported:

- **Existing** certifications schemes based wholly or partly on adopted international or national service standards (also when such national standards implement international (ISO and IEC) standards or European standards (CEN, CENELEC, and ETSI).
- **Planned** certification schemes based wholly or partly on adopted (or under development) international or national service standards (also when such national standards implement international (ISO and IEC) standards or European standards (CEN, CENELEC, and ETSI).
- If an existing or planned scheme is wholly or partly based on a combination of international and/or national standard and/or a national standard implementing European and/or international standards, they should be reported.
- If a scheme covers both certification of products and services, they should be reported.
- If the research identifies certification schemes for services based wholly or partly on standards which are **not operated by national standards bodies or their related certification activity (see below)**, they should also be reported.
- Management certification schemes, based for example on ISO 9000 series, may apply simultaneously to manufacturers and service providers. The consultant should only report any management certification schemes identified if they are aimed at service providers in particular.

A.4.1 Geographical scope:

We would like to have the study conducted in as many EEA countries (Iceland, Liechtenstein Norway and 27 EU countries) as possible within the budget restraints. It is therefore up to the consultant to propose which countries to include in the study (see below). However, it is a prerequisite that the study cover the countries referred to in (1) and (2) below:

1. The three Nordic countries in which the national standards body members of CEN have a link to certification, i.e. Denmark (DS has standardisation and certification body in the same organisation, but with separate legal entities), Norway (SN owns the NS mark which is operated by a private body NEMKO) and Finland (SFS owns part of Inspecta OY).
2. The Nordic countries. Iceland and Sweden, in which the national bodies members of CEN, have no link to certification. But, they should still be asked whether they are aware of any certification schemes for services based wholly or partly on standards for services. With regard to bodies in EU countries, c.f. the list below, as many countries as possible should be covered.
3. If it is necessary to limit the number of other EU countries to be included in the study, preference should be given to those EU countries which have developed most national standards for services (c.f. the attached list of services standards and in which the national standards body has a link to certification, see below:

National standards bodies have different links, if any, to certification:

- Category 1: NSB and certification body in the same organisation (one legal entity); Cyprus (CYS), mother-company and sole shareholder of the Cyprus Certification Company (CCC); Greece (ELOT); Hungary (MSZT); Ireland (NSAI), owner of the Irish Standard Mark (ISM); Italy (UNI); Lithuania (LST), certification division: LST Sert; Malta (MSA), certification unit under the Standardization Directorate: MSA Certification; Romania (ASRO), owner of the SR and SR-S conformity mark; Spain (AENOR); UK (BSI)
- Category 2: NSB and certification body in the same organisation, but with separate legal entities: Austria (ASI) / AS+C, France (AFNOR Normalisation) / AFNOR Certification
- Category 3. NSB with interests/involved in certification, but not operating as a certification body: Belgium (NBN), owner of the BENOR mark, Bulgaria (BDS), Czech Republic (UNMZ), owner of the mark CSN TEST, Germany (DIN), 20% owner of DIN CERTCO and shares in DQS and DIN GOST TüV, Poland (PKN), owner of the PN conformity mark, Slovakia (SUTN), Slovenia (SIST), will create a certification mark which it will offer for use by certification bodies
- Category 4. NSB without involvement in certification: Estonia (EVS), Latvia (LVS), Luxembourg (ILNAS), Netherlands (NEN), Portugal (IPQ), Switzerland (SNV)

Disclaimer: The information given above with regard to the link between national standards bodies and certification activities is partly based on an internal CEN document last updated in 2009 and recent developments may not have been registered. The consultant awarded the contract must therefore verify the information when screening or contacting the national standards bodies.

A.5 Deliverables

The consultant should work out a written report in English. The report should be presented to Nordic Innovation no later than the 21st October 2011

A.6 Work plan

To be included in the offer. The work plan should include a meeting with the Steering Committee before the research starts, and a meeting before the final report is presented in order to give the Steering Committee the opportunity to comment on a draft final report.

A.7 Management and Organisation

The study will be carried out by an independent team of consultants contracted by Nordic Innovation. A Steering committee for the project will be established with members from Nordic Innovation, the EFTA Secretariat in Brussels, CEN and the secretariat for the European Parliament. Participation may be extended.

A.8 Budget

Maximum 500.000 NOK (VAT excluded)

A.9 Proposals

The proposals will be evaluated by the Nordic Innovation. The final decision and selection of the consultant will be taken by the Nordic Innovation's administration. The selected consultant will sign a contract with Nordic Innovation, which is the legal contracting party on this project.

A project proposal should be submitted electronically to Nordic Innovation, Senior Advisor Johan Englund, j.englund@nordicinnovation.org. Proposals are to be submitted by August 12th 2011.

For any questions regarding the project or application process, please contact Nordic Innovation: Senior Advisor, Johan Englund j.englund@nordicinnovation.org Tel: +47 93824553 or Senior Advisor Marcus Zackrisson, m.zackrisson@nordicinnovation.org, Tel. +47 94170557.

Appendix B Introductory emails and information requests

B.1 National Standards Bodies

B.1.1 Introductory email

Subject: Nordic Innovation study on certification schemes related to service standards

As you may be aware, Nordic Innovation has appointed Technopolis to undertake a study on certification schemes linked to services standards in Europe. The study is being overseen by a Steering Committee consisting of representatives from CEN, EFTA, the European Parliament and the European Commission – DG Internal Market and Services. In addition, the European Commission – DG Enterprise and Industry attend as an observer.

The study seeks to obtain an overview of relevant certification schemes operating at national level and to identify the extent to which the development of service standards is followed up by the development of related certification schemes.

In order to collect and verify information on existing certification schemes, we will be contacting relevant Certification Bodies across Europe, including those that are closely linked to, or a part of the National Standards Body. In order to help us prepare for this data collection, we would appreciate it if you could reply to this email with a response to the attached (short) request for information.

The timeline for the study is very short and we would appreciate you giving this request your full attention at your earliest possible convenience. Thank you in advance for your support.

B.1.2 Information request

Please respond to the following points and return to: james.stroyan@technopolis-group.com

Links between NSBs and Certification

Our understanding as to the links between your NSB and certification is given below. Could you please confirm that our understanding is correct, or amend the paragraph to reflect the true current situation.

<Statement of current understanding of NSB-certification links>

List of current national service standards

From a recent list compiled by CEN, our previous studies in this area and a review of your website we have compiled a list of national service standards for your country (see table below). We would be grateful if you could review and correct this list, making any necessary amendments/additions.

Reference Number	Title
<>	<>

Identifying Certification Bodies

Finally, the study is interested in identifying all certification schemes that address one or more national, European or international service standards. To help ensure that we cover all of the major Certification Bodies that run such schemes in your country, we would be grateful if you could name below any Certification Bodies that you know to be running certification schemes relating to service standards.

Relevant Certification Bodies:

B.2 NSB Certification Bodies

B.2.1 Introductory email

Subject: Nordic Innovation study on certification schemes related to service standards

I am writing in connection with a study that Nordic Innovation has commissioned my organisation (Technopolis) to undertake on certification schemes linked to services standards in Europe.

The objective of the study is to provide a factual account of relevant national certification schemes and to identify the extent to which the development of service standards is followed up by the development of related certification schemes. The study is being overseen by a Steering Committee consisting of representatives from CEN, EFTA, the European Parliament and the European Commission – DG Internal Market and Services. In addition, the European Commission – DG Enterprise and Industry attend as an observer.

[EITHER]

From a review of your website we have compiled a list of existing certification schemes that specifically relate to service standards that we believe you currently offer. We would be grateful if you could review this list and verify that it is complete and accurate, or make any necessary amendments or additions. We would also like to know brief details of any planned certification schemes of relevance. The attached Information Request explains the types of certification schemes that are in scope for the study and provides a table of known certification schemes for you to verify.

[OR]

From a review of your website we have been unable to identify any existing certification schemes relating to service standards currently offered by your organisation. We would be grateful if you could confirm whether this is indeed the case, or provide details of any relevant schemes that you do currently operate. We would also like to know brief details of any planned certification schemes of relevance. The attached Information Request explains the types of certification schemes that are in scope for the study and provides a table to enter details of relevant certification schemes.

The study is only concerned with certification schemes that wholly or partly cover service standards created by the 'official' standardisation bodies (e.g. CEN, ISO and your own NSB) and we have attached a list of relevant national and European service standards for your information.

The timeline for the study is very short and we would appreciate you giving this request your full attention at your earliest possible convenience. We will contact you over the next few days to check that you have received this request and to verify that you will be able to provide the information and data requested by the deadline of **Friday 14th October 2011**. We will be happy to talk through the request and to provide any clarification as necessary.

B.2.2 Information request

For the purposes of this study we are interested in identifying all existing and planned certification schemes that wholly or partly address one or more adopted national, European or international service standards. Certification schemes that cover both certification of products and services should be included. Management certification schemes are outside of the scope of the study, *unless* they are specifically aimed at service providers in particular.

Please respond to the following information requests and return this document via email to: james.stroyan@technopolis-group.com

Existing certification schemes

Please find below a list of existing certification schemes operated by your organisation that we have been able to identify on your website. We would be grateful if you could review this list and update it so that it is complete and accurate. Specifically, please could you enter the year in which each scheme was established and add in any existing schemes linked to service standards that we might have missed.

For each additional certification schemes, please provide the **title** of the scheme, the **year** it was established, and the reference numbers of the **standards that are wholly or partly covered**. In the final column, please indicate whether the scheme is also based on **other criteria** than contained in the

standards (e.g. criteria on products, systems, processes or procedures relating to the service not covered by the standard itself).

Title of scheme	Year established	Standard(s) <u>wholly</u> covered	Standard(s) <u>partly</u> covered	Other criteria covered (Yes/No)

Planned certification schemes

Please also list below any planned certification schemes that will wholly or partly address one or more national, European or international service standards. Please be assured that any details provided relating to planned certification schemes will only be reported in an aggregated, non-attributable manner.

Title of scheme	Standard(s) covered	Expected year of launch

Future expectations

We would like to understand your expectations with regard to the future of certification schemes relating to service standards.

Question	Answer
Do you expect the number of these certification schemes to (a) Increase, (b) Remain stable, or (c) Decrease?	
Do you expect the number of relevant certificates you issue annually to (a) Increase, (b) Remain stable or (c) Decrease?	

Other Certification Bodies

Finally, in order to ensure that we cover all of the major Certification Bodies that run such schemes in your country, we would be grateful if you could name below any other Certification Bodies that you know to be running relevant schemes.

Other Certification Bodies...

B.3 Other Certification Bodies

B.3.1 Introductory email

Subject: Nordic Innovation study on certification schemes related to service standards

Nordic Innovation has commissioned Technopolis to undertake a study on certification schemes linked to service standards in Europe. The study is being overseen by a Steering Committee consisting of representatives from CEN, EFTA, the European Parliament and the European Commission – DG Internal Market and Services. In addition, the European Commission – DG Enterprise and Industry attend as an observer.

The study seeks to obtain an overview of relevant certification schemes operating at national level and to identify the extent to which the development of service standards is followed up by the development of related certification schemes.

We are currently compiling a list of the certification schemes across Europe that relate to service standards and would like to know if you currently operate, or plan to operate, any relevant schemes. The attached Information Request explains in more detail the types of certification schemes that are in scope for the study and provides a table for you to enter details of any relevant schemes that you operate.

The study is only concerned with certification schemes that wholly or partly cover service standards created by the 'official' standardisation bodies (e.g. CEN, ISO, BSI) and we have attached a list of relevant national and European service standards for your information.

We would be grateful if you could complete and return the attached Information Request by the deadline of **Friday 14th October 2011**, even if it is to say that you do not operate any relevant certification schemes.

We would be happy to talk through the request with you and to provide any clarification as necessary. In addition, if you would like this request to be issued to you in another language, please let me know.

Thank you in advance for your support.

B.3.2 Information request

For the purposes of this study we are interested in identifying all existing and planned certification schemes that wholly or partly address one or more adopted national, European or international service standards. Certification schemes that cover both certification of products and services should be included. Management certification schemes are outside of the scope of the study, *unless* they are specifically aimed at service providers in particular.

Please respond to the following information requests and return this document via email to: neil.brown@technopolis-group.com

Existing certification schemes

Please detail below any existing certification schemes operated by your organisation that fall within the scope of this study. For each certification scheme, please provide the **title** of the scheme, the **year** it was established, and a list of the **standards that are wholly or partly covered**. In the final column, please indicate whether the scheme is also based on **other criteria** than contained in the standards (e.g. criteria on products, systems, processes or procedures relating to the service).

Title of scheme	Year established	Standard(s) <u>wholly</u> covered	Standard(s) <u>partly</u> covered	Other criteria covered (Yes / No)

Planned certification schemes

Please also detail below any planned certification schemes that will wholly or partly address one or more national, European or international service standards. Please be assured that any details provided relating to planned certification schemes will only be reported in an aggregated, non-attributable manner.

Title of scheme	Standard(s) covered	Expected year of launch

Future expectations

Finally, we would like to understand your expectations with regard to the future of certification schemes relating to service standards.

Question	Answer
Do you expect the number of these certification schemes to (a) Increase, (b) Remain Stable, or (c) Decrease?	
Do you expect the number of certificates you issue annually to (a) Increase, (b) Remain Stable, or (c) Decrease?	

Appendix C Updated details on NSB-Certification body links

C.1 Group 1 – NSB and Certification Body in the same organisation (one legal entity)

Greece – The Greek NSB (ELOT), through its own Certification Council, implements its own certification activities. It is the only organisation authorised to grant ELOT Conformity Marks and Certificates of Conformity. The NSB and Certification Body are within the same organisation and form part of a single legal entity.

Hungary – Within the Hungarian NSB (MSZT), the Secretariat for Certification is the body that carries out certification activities. The NSB and Certification Body are within the same organisation and form part of a single legal entity.

Ireland – NSAI has four main functions and divisions: Certification, Standards, Legal Metrology, and National Metrology Laboratory. NSAI Certification (including Agrément) creates, maintains and promotes the accredited certification of products, services and organisation for compliance with recognised standards. The NSB and Certification Body are within the same organisation and form part of a single legal entity.

Malta – The Standards and Metrology Institute (SMI) Certification Services is a unit within the Standardisation Directorate of the Malta Competition and Consumer Affairs Authority (MCCAA). The NSB and Certification Body are within the same organisation and form part of a single legal entity.

Poland – The Polish NSB (PKN) is the owner of the PN voluntary conformity mark. PKN does have its own certification department, but other Certification Bodies have authorisation to undertake certification for compatibility with Polish Standards. The NSB therefore does have interests in and is involved in certification, and is operating as a Certification Body in the voluntary certification area.

Romania* – The Romanian NSB (ASRO) is the owner of the SR and SR-S conformity marks, and certification is undertaken by the Conformity Marks Office within ASRO (ASRO-CMO). The NSB and Certification Body are within the same organisation and form part of a single legal entity. (*Not verified)

Slovakia – The Slovakian NSB (SUTN) includes a certification division (CO SUTN). The NSB and Certification Body are within the same organisation and form part of a single entity.

Spain – AENOR is the Spanish Association for Standardisation and Certification and it is the issuer of the AENOR mark. The NSB and Certification Body are within the same organisation and form part of a single legal entity.

Sweden – The Swedish NSB (SIS) has recently started a business for the certification of persons. The NSB therefore does have interests in and is involved in certification, but is not operating as a Certification Body.

United Kingdom – The BSI Group provides testing and certification services. Its Certification Body is managed by the Certification Body Management Committee, which reports to the CEO of the BSI group. The NSB and Certification Body are within the same organisation and form part of a single legal entity.

C.2 Group 2 – NSB and Certification Body in the same organisation, (separate legal entities)

Austria – Austrian Standards plus, including Austrian Standards plus Certification (AS+C) has been a self-contained enterprise since January 2008. It is, in its entirety, the offspring of the Austrian Standards Institute (ASI), but the NSB and Certification Body have separate legal entities.

Cyprus – The Cyprus Certification Company (CCC) was founded in 2002 and is a subsidiary of the Cyprus Organisation for Standardisation (CYS). CYS is the mother-company of, and sole shareholder in CCC, but the two organisations have separate legal entities.

Denmark – As of 2007, DS Certificering A/S is a 100% subsidiary of DS, within the DS Group. The NSB and Certification Body are part of the same organisation, but with separate legal entities.

France – As of December 2004 AFNOR Certification became a simplified limited company. The NSB and Certification Body are part of the same organisation, but with separate legal entities.

C.3 Group 3 – NSB with interests in / involved in certification, but not operating as a Certification Body

Belgium – The Belgian NSB (NBN) is the sole owner of the BENOR mark, but it mandates other organisations to undertake certification activities. The NSB therefore does have interests in certification, but it is not involved directly in certification and is not operating as a Certification Body. A distinct non-profit organisation (BENOR asbl/vzw) is likely to be created in the near future.

Czech Republic* – The Czech NSB (UNMZ) is the owner of the CSN TEST mark, but this is licensed by authorised certification and testing places. The NSB therefore does have interests in and is involved in certification, but is not operating as a Certification Body. (*Not verified)

Germany – The German NSB (DIN) owns 20% of DIN CERTCO and holds shares in DQS and DIN GOST TÜV. Certification activities are carried out by these subsidiary and associated companies of DIN. The NSB therefore does have interests in and is involved in certification, but is not operating as a Certification Body.

Italy - During 2011 the Italian NSB (UNI) will move to a system where it does not undertake its own certification activities. Certifying compliance with the UNI mark of conformity will be entrusted by UNI to certain accredited Certification Bodies (Certiquality, CSI, ICIM, ICQ, IIP and IMQ). The NSB will therefore have interests in and be involved in certification, but will not be operating as a Certification Body.

Netherlands – The Dutch NSB (NEN) is the owner of certification schemes, but does not operate these schemes. The NSB has interests in and is involved in certification, but it is not operating as a Certification Body.

Norway – The Norwegian NSB (SN) owns the NS mark, which is licensed to and operated by the private body NEMKO. The license fee is 1.75% of the related turnover by NEMKO (capped at 100,000 NOK per year). The NSB therefore has only minor indirect interests in certification and is not operating as a Certification Body.

Slovenia* – The Slovenian NSB (SIST) does have interests in and is involved in certification, but is not operating as a Certification Body. (*Not verified)

C.4 Group 4 – NSB without involvement in certification

Bulgaria* - The Bulgarian NSB (BDS) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB. (*Not verified)

Croatia – The Croatian NSB (HZN) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Estonia - The Estonian NSB (EVS) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Finland – The Finnish NSB (SFS) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Iceland – The Icelandic NSB (IST) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Latvia - The Latvian NSB (LVS) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Liechtenstein – There is no NSB in Liechtenstein.

Lithuania* - The Lithuanian NSB (LST) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB. (*Not verified)

Luxembourg – The Luxembourgish NSB (ILNAS) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Portugal - The Portuguese NSB (IPQ) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Switzerland - The Swiss NSB (SNV) does not have any direct involvement in certification activities and there is not a Certification Body linked to the NSB.

Appendix D Updated list of European service standards

Figure 22 Updated list of European service standards

Reference	Year	Title	Sector (subarea)
EN ISO 18513	2003	Tourism services - Hotels and other types of tourism accommodation - Terminology (ISO 18513:2003)	Accommodation services
EN 15744	2009	Film identification - Minimum set of metadata for cinematographic works-	Archival services
EN 15907	2010	Film identification - Enhancing interoperability of metadata - Element sets and structures-	Archival services
EN 15838	2009	Customer Contact Centres - Requirements for service provision	Call centre services
EN 13549	2001	Cleaning services - Basic requirements and recommendations for quality measuring systems	Cleaning services
EN 14153-1	2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 1: Level 1 - Supervised Diver	Diving services
EN 14153-2	2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 2: Level 2 - Autonomous Diver	Diving services
EN 14153-3	2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 3: Level 3 - Dive Leader	Diving services
EN 14413-1	2004	Recreational Diving Services - Safety related minimum requirements for the training of scuba instructors - Part 1: Level 1	Diving services
EN 14413-2	2004	Recreational Diving Services - Safety related minimum requirements for the training of scuba instructors - Part 2: Level 2	Diving services
EN 14467	2004	Recreational diving services - Requirements for recreational scuba diving service providers	Diving services
EN 15221-1	2006	Facility Management - Part 1: Terms and definitions	Facilities management
EN 15221-2	2006	Facility Management - Part 2: Guidance on how to prepare Facility Management agreements	Facilities management
EN 15221-3	2011	Facility Management - Part 3: Guidance on quality in Facility Management (under development)	Facilities management
EN 15221-5	2011	Facility Management - Part 5: Guidance on Facility Management processes (under development)	Facilities management
EN 15221-6	2011	Facility Management - Part 6: Area and Space Measurement in Facility Management (under development)	Facilities management
EN 15331	2011	Criteria for design, management and control of maintenance services for buildings (under revision)	Facilities management
EN 15017	2005	Funeral Services - Requirements	Funeral services
EN 15927	2010	Services offered by hearing aid professionals	Health services
EN 14804	2005	Language study tour providers - Requirements	Language study tour services
EN 13269	2006	Maintenance - Guideline on preparation of maintenance contracts	Maintenance services
EN 13306	2010	Maintenance- Maintenance terminology	Maintenance services
EN 13460	2009	Maintenance - Documentation for maintenance	Maintenance services
EN 15341	2007	Maintenance - Maintenance Key Performance Indicators	Maintenance services
EN 16114	2011	Management consultancy services	Management consulting services
EN 15707	2008	Print media surveys - Vocabulary and service requirements	Market research
EN 13619	2002	Postal services - Mail item processing - Optical characteristics for processing letters	Postal services
EN 13724	2002	Postal services - Apertures of private letter boxes and letter plates - Requirements and test methods (under revision)	Postal services
EN 13850+A1	2007	Postal service - Quality of service - Measurement of the transit time of end-to end-services for single piece priority mail and first class mail (under revision)	Postal services
EN 14012	2008	Postal services - Quality of service - Complaints handling principles	Postal services
EN 14137	2003	Postal services - Quality of service - Measurement of loss of registered mail and other types of postal service using a track and trace system	Postal services
EN 14142-1	2003	Postal services - Address databases - Part 1: Components of postal addresses	Postal services
EN 14482	2010	Postal services - Trays for international letter mail - Test methods and performance requirements	Postal services
EN 14508+A1	2007	Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail	Postal services

Reference	Year	Title	Sector (subarea)
EN 14534+A1	2007	Postal services - Quality of service - Measurement of the transit time of end-to-end services for bulk mail	Postal services
EN 14615	2005	Postal services - Digital postage marks - Applications, security and design	Postal services
EN 15733	2009	Services of real estate agents - Requirements for the provision of services of real estate agents	Real estate services
EN 12522-1	1998	Furniture removal activities - Furniture removal for private individuals - Part 1: Service specification	Removals services
EN 12522-2	1998	Furniture removal activities - Furniture removal for private individuals - Part 2: Provision of service	Removals services
EN 14873-1	2005	Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 1: Specification for the storage facility and related storage provision	Removals services
EN 14873-2	2005	Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 2: Provision of the service	Removals services
EN 15696	2008	Self storage - Specification for self storage services	Removals services
EN 15602	2008	Security service providers - Terminology	Security services
EN 16082	2011	Airport and aviation security services	Security services
EN 13809	2003	Tourism services - Travel agencies and tour operators - Terminology	Tourism services - general
EN 15565	2008	Tourism services - Requirements for the provision of professional tourist guide training and qualification programmes	Tourist guide services
EN 15038	2006	Translation services - Service requirements	Translation services
EN 14892	2005	Transport service - City logistics - Guideline for the definition of limited access to city centers	Transport logistics services
EN 14943	2005	Transport services - Logistics - Glossary of terms	Transport logistics services
EN 12507	2005	Transportation services - Guidance notes on the application of EN ISO 9001:2000 to the road transportation, storage, distribution and railway goods industries	Transport services
EN 12798	2007	Transport Quality Management System - Road, Rail and Inland navigation transport - Quality management system requirements to supplement EN ISO 9001 for the transport of dangerous goods with regard to safety	Transport services
EN 13011	2000	Transportation services - Good transport chains - System for declaration of performance conditions	Transport services
EN 13816	2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	Transport services
EN 13876	2002	Transport - Logistics and Services - Goods transport chains - Code of practice for the provision of cargo transport services	Transport services
EN 15140	2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	Transport services

Appendix E Updated list of National service standards

Figure 23 Updated list of national services standards – Austria

Reference	Title	Sector (subarea)
ÖNORM A 2050:2006	Procurement of works, services and supplies - Notices, tenders and award of contract - Procedural standard	Procurement and contracts
ÖNORM A 2060:2011	General conditions of contracts to provide services - Contract standard	Procurement and contracts
ÖNORM A 2063:2011	Exchange of data concerning service description, tender, offer, works contract and final settlement in electronic form	Procurement and contracts
ÖNORM A 4000:2008	Statement of operational costs of buildings with rented and condominium apartments	Facilities management
ÖNORM A 6800:2010	Valuation of the intangible asset "brand"	Valuation services
ÖNORM A 6801:2011	Method for patent valuation	Valuation services
ÖNORM A 7002:2001	Facility Management - Catalogue of requirements for Facility Managers	Facilities management
ÖNORM A 7010-1:2005	Facility operation - Data structures - Part 1: Information relevant data groups	Facilities management
ÖNORM A 7010-2 Bbl 1:2006	Facility operation - Data structures - Part 2: Maintenance principles for building and facility operation data - Supplement 1: Sample data sheets for information concerning use	Facilities management
ÖNORM A 7010-2 Bbl 2:2007	Facility operation - Data structures - Part 2: Maintenance principles for building and facility operation data - Supplement 2: Sample data sheets for information on installations and operation	Facilities management
ÖNORM A 7010-2:2006	Facility operation - Data structures - Part 2: Maintenance principles for building and facility operation data	Facilities management
ÖNORM A 7010-3:2007	Exploitation of objects for contract use - Data structures - Part 3: Rules for the calculation of object main capacity utilization and classification of characteristics	Maintenance services
ÖNORM A 7010-4:2007	Exploitation of objects for contract use - Data structures - Part 4: Strategic object management	Maintenance services
ÖNORM D 1000:2006	Transportation services - Requirements for fine arts removals	Removals services
ÖNORM D 1021:2002	Call Centre Services - Requirements for the training of Call Centre agents	Call centre services
ÖNORM D 1024-1:2002	Call Centre Services - Requirements for the qualification of Call Centre consultants - Part 1: Consultants for Call Centre technology	Call centre services
ÖNORM D 1024-2:2002	Call Centre Services - Requirements for the qualification of Call Centre consultants - Part 2: Consultants for Call Centre organisation	Call centre services
ÖNORM D 1024-3:2002	Call Centre Services - Requirements for the qualification of Call Centre consultants - Part 3: Consultants for Call Centre personnel	Call centre services
ÖNORM D 1025-1:2002	Call Centre Services - Requirements for Call Centre consulting services - Part 1: Consulting with regard to Call Centre technology	Call centre services
ÖNORM D 1025-2:2002	Call Centre Services - Requirements for Call Centre consulting services - Part 2: Consulting with regard to Call Centre organisation	Call centre services
ÖNORM D 1025-3:2002	Call Centre Services - Requirements for Call Centre consulting services - Part 3: Consulting with regard to Call Centre personnel	Call centre services
ÖNORM D 1030:2006	Requirements for the services of direct sales enterprises	Direct selling services
ÖNORM D 1150:2006	Services of the leisure industry - Requirements for the training of dance teachers and dance masters	Other sport and leisure services
ÖNORM D 1201:2009	Translations services - Translation contracts	Translation services
ÖNORM D 1202:2002	Translation and interpretation services - Interpretation services - Requirements for the service and the provision of the service	Translation services
ÖNORM D 1203:2002	Translation and interpretation services - Interpretation services - Interpretation contracts	Translation services
ÖNORM D 1210:2004	Requirements for technical communication and documentation services	Communication services
ÖNORM D 1501:2006	Demands on the education of wellness trainers	Training services
ÖNORM D 2200:2009	Cleaning services - General specification for cleaning of floor coverings - Works contract	Cleaning services
ÖNORM D 2201:2009	Cleaning service - Cleaning of textile floor coverings - Works contract	Cleaning services
ÖNORM D 2202:2009	Cleaning services - Cleaning of resilient floor coverings - Works contract	Cleaning services
ÖNORM D 2203:2009	Cleaning services - Cleaning of laminate floor coverings - Works contract	Cleaning services
ÖNORM D 2204:2011	Cleaning services - Cleaning of wooden floor coverings - Contract to provide services	Cleaning services

Reference	Title	Sector (subarea)
ÖNORM D 2220:2011	Cleaning services - General dispositions for the cleaning of glass surfaces - Contract to provide services	Cleaning services
ÖNORM D 4000:2005	Requirements for processes and methods for the selection and development of human resources	Recruitment services
ÖNORM D 7700:2011	Franchise systems - Terms and definitions	Procurement and contracts
ÖNORM K 1160-1:2010	Care process - Part 1: Nursing Assessment	Health services
ÖNORM K 1160-2:2010	Care process - Part 2: Nursing diagnosis	Health services
ÖNORM K 1160-3:2010	Care process - Part 3: Nursing care planning, goal establishment and care interventions	Health services
ÖNORM K 1160-4:2010	Care process - Part 4: Care interventions	Health services
ÖNORM K 1160-5:2010	Care process - Part 5: Evaluation of the effectiveness of patient care	Health services
ÖNORM S 1131:2000	Requirements for the training of qualified consultants for the exposure to sun	Personal services
ÖNORM S 1150:2008	Requirements for the training of qualified bath supervisors	Personal services
ÖNORM S 2502:2009	Consulting service for Corporate Social Responsibility	CSR - service-specific

Figure 24 Updated list of national services standards – Belgium

Reference	Title	Sector (subarea)
No standards identified		

Figure 25 Updated list of national services standards – Bulgaria (*unverified*)

Reference	Title	Sector (subarea)
No standards identified		

Figure 26 Updated list of national services standards – Croatia

Reference	Title	Sector (subarea)
No standards identified		

Figure 27 Updated list of national services standards – Cyprus

Reference	Title	Sector (subarea)
CYS 301:2009	Operation and management of leisure kart facilities: safety	Other sport and leisure services

Figure 28 Updated list of national services standards – Czech Republic (*unverified*)

Reference	Title	Sector (subarea)
CSN 018027:2009	Marking and safety in winter centre	Tourism services - general
CSN 761110:2010	Tourism services – Classification of accommodation establishment – Category Hotel, Hotel garni, Pension, Motel and Boatel (accommodation in cabins of the permanently moored passenger ship)	Accommodation services

Figure 29 Updated list of national services standards – Denmark

Reference	Title	Sector (subarea)
DS/INSTA 800 E:2010	Cleaning quality - System for establishing and assessing cleaning quality	Cleaning services
DS/INSTA 810:2011	Requirements and recommendations for the provision of cleaning services	Cleaning services

Figure 30 Updated list of national services standards – Estonia

Reference	Title	Sector (subarea)
EVS 807:2010	Maintenance of facilities. Provision of facilities management services.	Facilities management
EVS 875-1:2010	Property valuation - Part 1: Valuation Concepts and Principles	Real estate services

Reference	Title	Sector (subarea)
EVS 875-10:2008	Property valuation - Part 10: Inspection of Property and Data Collection	Real estate services
EVS 875-11:2009	Property valuation - Part 11: Sales Comparison Approach	Real estate services
EVS 875-12:2010	Property valuation - Part 12: Valuation for Compensation	Real estate services
EVS 875-13:2011	Property Valuation - Part 13: Consideration of environmental risks, land use restrictions and nature protection in property valuation	Real estate services
EVS 875-2:2010	Property valuation - Part 2: Types of Properties	Real estate services
EVS 875-3:2010	Property valuation - Part 3: Valuation Bases	Real estate services
EVS 875-4:2010	Property valuation - Part 4: Code of Conduct and Valuation Reporting	Real estate services
EVS 875-5:2010	Property valuation - Part 5: Valuation for Financial Reporting	Real estate services
EVS 875-6:2006	Property valuation. Part 6: Valuation for lending purposes	Real estate services
EVS 875-7:2006	Property valuation. Part 7: Reviewing of valuations	Real estate services
EVS 875-8:2007	Property valuation - Part 8: Cost approach	Real estate services
EVS 875-9:2007	Property valuation - Part 9: Income Approach	Real estate services
EVS 900:2009	Vocabulary of Cleaning Sector	Cleaning services
EVS 911:2011	Voluntary professional indemnity guidelines for consulting engineering	Construction services

Figure 31 Updated list of national services standards – Finland

Reference	Title	Sector (subarea)
SFS 5967:2010	Vocabulary of cleaning industry	Cleaning services

Figure 32 Updated list of national services standards – France

Reference	Title	Sector (subarea)
NF M88-500:2007	Installation and maintenance of LPG vehicles - Service commitments	Vehicle services
NF P03-700:2002	Building - Private procurements - Quality of building works-related services in private procurements	Construction services
NF P15-900-1:2000	Local public services - Guidelines for service activities relating to drinking water supply and sewerage - Part 1: user services	Utility services
NF P15-900-2:2001	Local public services – Guidelines for service activities relating to drinking water supply and sewerage – Part 2: management of a sewerage network	Utility services
NF P15-900-3:2002	Local public services – Guidelines for service activities relating to drinking water supply and sewerage – Part 2: management of a sewerage treatment system	Utility services
NF P15-900-4:2002	Local public services - Guidelines for service activities relating to drinking water supply and sewerage - Part 4: management of drinking water system	Utility services
NF P15-910:2001	Service activities relating to domestic sewerage purification in non-collective sewerage areas - Guidelines for a diagnosis of self-contained sewerage installations and for the contractualisation of their maintenance	Utility services
NF P40-500:2001	Maintenance service activities for valves and fittings in housing schemes – Contribution to water consumption control	Maintenance services
NF P40-600-1:2002	Hydraulic civil engineering - Part 1: new works	Construction services
NF P40-600-2:2002	Hydraulic civil engineering - Part 2: rehabilitation	Construction services
NF P40-600:2002	Commitments benefits companies conducting civil works water	Construction services
NF P94-500:2000	Geotechnical missions – Classification and specifications	Construction services
NF S52 409:2009	Sports equipments - On-site goal inspection procedure	Other sport and leisure services
NF S52-100:2000	Ski runs - Alpine ski runs - Specifications	Skiing services
NF S52-101:2000	Ski runs - Cross-country ski trails, cross-country skiing itineraries and leisure areas - Specifications	Skiing services
NF S52-102:2000	Ski runs - Alpine ski runs: makers, signposts and information	Skiing services
NF S52-103:2000	Ski runs - Cross-country ski trails, cross-country skiing itineraries and leisure areas: markers, signposts and information	Skiing services
NF S52-104:2000	Ski tracks - Avalanche risk information - Avalanche flags	Skiing services
NF S52-501 :2005	Bungee jumping - Service commitments of organisations providing the public with a bungee jumping activity	Other sport and leisure services
NF S55-500:2003	Div or gardening equipment hire service – definition of the service	Retail services

Reference	Title	Sector (subarea)
NF S61-922:1999	Service activities relative to the maintenance of portable, mobile and fixed extinguishers	Maintenance services
NF S99-13-7:2004	Physical Medicine and Rehabilitation - Early approach for integration - Service commitments	Health services
NF U43-500:2006	Good practices for the application of plant health products - Control of applications of plant protection products and biocidal products by a service provider	Retail services
NF U43-501:2011	Good practices for the application of plant health products and biocidal products - General conditions for organisation of the third-party audits based on the NF U 43-500 reference system	Retail services
NF X31-620:2003	Soil quality - Activities related to contaminated sites (consulting, engineering, site clean-up and pollution remediation)	Construction services
NF X46-010:2004	Health and safety at work - Friable asbestos - Qualification of enterprises involved in the treatment of friable asbestos - Technical reference	Construction services
NF X46-011:2004	Health and safety at work - Friable asbestos - Qualification of enterprises involved in the treatment of friable asbestos - Technical references	Construction services
NF X46-020:2008	Asbestos survey - Survey of materials and products containing asbestos in buildings - Mission and methodology	Construction services
NF X50-003:1997	After-sales service. After-sales service performed by the distribution networks, relative to household appliances and consumer electronics	Other customer services
NF X50-004:2001	After-sales service - Independent repair engineers and service providers operating on behalf of the distribution networks	Other customer services
NF X50-007:2000	Winter sports equipment hiring service. Definition of the winter sports equipment hiring service	Skiing services
NF X50-010:2007	Service contract for gas-fired domestic boilers - Presentation of contractual documents	Procurement and contracts
NF X50-011:2007	Service contract for domestic boilers with vaporizing oil burners - Presentation of contractual documents	Procurement and contracts
NF X50-056:2008	Service for resident persons	Residential care services
NF X50-057:2000	Quality of market surveys and opinion polls	Market research
NF X50-058:2003	Residential homes for elderly people - Ethical framework and service commitments	Residential care services
NF X50-067:2008	Development of a product or service or a product and service certification reference document	Certification and inspection services
NF X50-091:2004	Qualification - General requirements relating to enterprise qualification bodies	Training services
NF X50-220:2005	Service standard - School canteen catering service	Catering services
NF X50-575:2004	Reception - Outsourced reception services - Service commitments of reception service providers	Reception services
NF X50-600:2006	Logistics management - Logistic approach and supply chain management	Transport logistics services
NF X50-700:2006	Service quality - Approach for improving service quality - The reference and service commitments – Recommendations	QMS - service-specific
NF X50-720:2004	Quality of services - Recommendations for conceiving and improving the welcome – Guidelines	QMS - service-specific
NF X50-722:2005	Quality of services - Measurement, monitoring and improving the service quality: recommendations – Guidelines	QMS - service-specific
NF X50-726:1999	Quality and management of golf courses. Performance criteria for the quality of golf course services	Other sport and leisure services
NF X50-730:2009	Tourist information office activities - Characteristics of the service commitments of tourist information offices - Welcome/information, promotion/communication, production/ commercialisation, boutique and event-related activities	Tourism information services
NF X50-750:1996	Professional training. Terminology	Training services
NF X50-755:1998	Professional training. Request for training. Training project elaboration method	Training services
NF X50-756:1995	Professional training. Training demand. Specifications for demand	Training services
NF X50-760:1995	Professional training. Professional training body. Offer-related information	Training services
NF X50-761:1998	Professional training. Professional training body. Service and provision of service: specifications	Training services
NF X50-765:1998	Telecommunications. Radiotelephone and car. Service delivered by the radiotelephone installation engineers	Maintenance services
NF X50-767:2001	Recruitment consulting firms – Quality of services	Recruitment services
NF X50-770:2003	Start-up aid or company take-over aid - Activities of business incubators - Description of the services provided by the business incubator	Business support services

Reference	Title	Sector (subarea)
NF X50-771:2001	Company support – Local initiative platform activities – Services and means specifications	Business support services
NF X50-772:2008	Services of companies lodging professionals - Presentation of business centres and legal address services - Specification of services and deontological framework	Business support services
NF X50-777:1998	Private company prevention and security services. Surveillance services by posted agents, mobile agents and alarm-generated intervention services. Specifications of the services and their implementation	Security services
NF X50-780-1:2003	Services of vocational rehabilitation centres - Part 1: vocational re-education centres	Education services
NF X50-780-2:2003	Services of vocational rehabilitation centres - Part 2: vocational pre-orientation centres	Education services
NF X50-783:2008	Accessibility - Insertion of disabled persons within establishments - Good practices for a disability-friendly policy	Residential care services
NF X50-788:2003	Direct selling - Service of direct selling enterprises	Direct selling services
NF X50-790:1995	Industrial cleaning services. Lexicon on cleanliness	Cleaning services
NF X50-791:2006	Industrial cleaning service activities - Support for the development of a technical specification sheet for a cleaning service	Cleaning services
NF X50-792:1999	Industrial cleaning services. Measuring method of the dusting of hard surfaces	Cleaning services
NF X50-794-1:2001	Industrial cleaning services – Part 1: on-site result inspection system – Elaboration and implementation concepts	Cleaning services
NF X50-796:2008	Availability of medical devices at home - Service commitments	Residential care services
NF X50-809:2004	Highways - Service quality of client welcome areas - Service commitments	Other customer services
NF X50-815:1998	Furniture removal activities. Furniture removal for firms. Guidance for specifications and technical solutions development	Removals services
NF X50-822-1:2005	Specifications for water sports activities – part 1 : trading and maintenance activity	Water sport services
NF X50-822-2:2005	Specifications for water sports services activities - Part 2 : river and maritime rental activity	Water sport services
NF X50-840:1995	Repair-touring activity. Repair-touring of lightweight vehicles. Service specifications	Vehicle services
NF X50-841:1997	Repair-touring activity. Repair-touring of lightweight vehicles. Equipment and means specifications	Vehicle services
NF X50-880:1997	Craft and small firms advice and support activities. Advice and support services and services specifications. Services specifications	Business support services
NF X50-915:2000	Hydropathic establishments (Spas) - Services to patients - Requirements and recommendations	Personal services
NF X60-027:2010	Process of maintenance and bonds with the indicators	Maintenance services
NF Z40-350 :2009	Archival – Archival services and external management of paper documents – Service and implementation of the service	Archival services
NF Z67-801-1:1995	Information technology. Facilities management. Part 1 : service specification	Facilities management
NF Z67-801-2:1995	Information technology. Facilities management. Part 2 : service implementation specification	Facilities management

Figure 33 Updated list of national services standards – Germany

Reference	Title	Sector (subarea)
DIN 15750:2011	Entertainment technology - Guidelines for technical services	Maintenance services
DIN 2335:2010	Language symbols	Communication services
DIN 30750:2007	Mobile, non-sewer-connected toilet cabins - Standards and services provided for the employment of cabins and sanitary products	Events management
DIN 33430:2002	Requirements for psychological test procedures and their application in job related ability assessments	Recruitment services
DIN 5018:2011	Business forms - Forwarding instruction	Procurement and contracts
DIN 77001:1999	Tourism services - Symbols used in travel brochures	Tourism services - general
DIN 77100:2011	Monetary patent valuation	Valuation services
DIN 77200:2008	Static guarding and mobile patrol services - Requirements	Security services
DIN 77400:2003	Requirements for the cleaning of school buildings	Cleaning services
DIN 77600:2004	Cosmetic services in perfumeries	Personal services
DIN 77700:2006	Services of wages tax associations	Business support

Reference	Title	Sector (subarea)
		services
DIN 77800:2006	Quality requirements for providers of "Assisted living for the elderly"	QMS - service-specific

Figure 34 Updated list of national services standards – Greece

Reference	Title	Sector (subarea)
ELOT 1417:2003	Rural tourism. Terminology and general requirements for rural tourism service providers	Tourism services - general
ELOT 1427:2009	Tourism services - Criteria for the initial assessment of touristic organization	Tourism services - general
ELOT 1433:2008	Education services - Assessment criteria of education organizations service quality	Education services
ELOT 1434:2008	Criteria for quality assessment of automotive relevant service organizations	QMS - service-specific
ELOT 1435:2009	Communication services - Requirements for providers	Communication services
ELOT 1437:2011	Administrative Secretariat - Tasks, competence, document management and information technologies	QMS - service-specific

Figure 35 Updated list of national services standards – Hungary

Reference	Title	Sector (subarea)
MSZ 10830:2001	Instructions for use of products of consumer interest	Information services
MSZ 10831:2001	Comparative testing of consumer products and related services. General principles	Certification and inspection services
MSZ 16283-1:2001	Bank transactions. The process and message standard of multiple transfer order	Financial services
MSZ 16283-2:2001	Banking transactions. The process and message standard of multiple transfer order.	Financial services
MSZ 16283-3:2001	Bank transactions. The process and message standard of authorisation.	Financial services
MSZ-07-2212:1986	Inner cleaning of tank wagons before repairing	Cleaning services
MSZE 13345:2008	Banking. Direct debit process and procedural rules	Financial services

Figure 36 Updated list of national services standards – Iceland

Reference	Title	Sector (subarea)
<i>No standards identified</i>		

Figure 37 Updated list of national services standards – Ireland

Reference	Title	Sector (subarea)
I.S. 228:1997 AMD 3 2009	Monitoring centres for intruder alarms	Security services
I.S. 380:2007	Beauty and holistic therapy management of training centres	Personal services
I.S. 998:2006	Cash-In-Transit Services	Transport services
I.S. 999:2004	Guarding security services	Security services

Figure 38 Updated list of national services standards – Italy

Reference	Title	Sector (subarea)
UNI 10144:2006	Classification of maintenance services	Maintenance services
UNI 10145:2007	Definition of evaluation factors of services maintenance firms	Maintenance services
UNI 10146:2007	Criteria to prepare a contract for supplying maintenance finalized services	Maintenance services
UNI 10147:2003	Maintenance - Additional terms and definitions to EN 13306.	Maintenance services
UNI 10148:2007	Maintenance - Management of a maintenance contract	Maintenance services
UNI 10224:2007	Maintenance - Process, sub-processes and main activities - Fundamental principles	Maintenance services
UNI 10366:2007	Maintenance - Design criteria of maintenance	Maintenance services
UNI 10449:2008	Maintenance - Criteria to prepare and to manage the permit to work	Maintenance services
UNI 10652:2009	Maintenance - Appraisal and evaluation of the goods condition	Maintenance services
UNI 10685:2007	Maintenance - Criteria to prepare a maintenance global service	Maintenance services

Reference	Title	Sector (subarea)
UNI 10749-1:2003	Maintenance - Guidelines for management of maintenance materials - General aspects and organizational problems	Maintenance services
UNI 10749-2:2003	Maintenance - Guidelines for management of maintenance materials - Criteria for classification, codification, standardization and support	Maintenance services
UNI 10749-3:2003	Maintenance - Guidelines for management of maintenance materials - Criteria for the choice of materials to be managed	Maintenance services
UNI 10749-4:2003	Maintenance - Guidelines for management of maintenance materials - Criteria for operational management	Maintenance services
UNI 10749-5:2003	Maintenance - Guidelines for management of maintenance materials - Criteria for purchasing, tests and final check	Maintenance services
UNI 10749-6:2003	Maintenance - Guidelines for management of maintenance materials - Administration criteria	Maintenance services
UNI 10771:2003	Management consulting - Definitions, classification, requirements and service offer	Management consulting services
UNI 10891:2000	Services - Private surveillance companies - Requirements	Security services
UNI 10948:2001	Service - Assistance to enterprises for the granting of a loan - Service requirements	Business support services
UNI 10970:2002	Service - Funds endowment: process of projects initial evaluation, monitoring and final evaluation - General requirements	Financial services
UNI 10992:2002	Maintenance budget for manufacturers and suppliers of products and services - Guidelines for the definition, approval, management and check	Maintenance services
UNI 11010:2002	Services - Residential and day services for disabled persons - Service requirements	Residential care services
UNI 11031:2003	Services - Services for addicts in therapeutic communities and alcoholics - Service requirements	Health services
UNI 11034:2003	Early childhood services - Service requirement	Health services
UNI 11063:2003	Maintenance - Definitions of ordinary and extraordinary maintenance	Maintenance services
UNI 11067:2003	Managing consulting - Criteria for service supply and check	Procurement and contracts
UNI 11068:2005	Telesurveillance stations - Procedural, structural and check characteristics	Security services
UNI 11069:2003	Maintenance - Maintenance ratios for the vehicles in service on road, with limited distances to be covered and frequent stops	Vehicle services
UNI 11078:2003	Operational activities of enterprises - basic terminology	Maintenance services
UNI 11082:2003	Maintenance - Specific terminology for the group transportation field	Vehicle services
UNI 11126:2004	Telemaintenance - Criteria for the suitability of the items and for the definition of the related service	Maintenance services
UNI 11134:2005	Maintenance - Maintenance ratios for the group transportation field	Vehicle services
UNI 11136:2004	Global service for maintenance of buildings - Guidelines	Maintenance services
UNI 11155:2005	Operational activities of enterprises - Performance measurement	Maintenance services
UNI 11166:2005	Management consulting - Guideline for selection of management consultant	Management consulting services
UNI 11200:2010	Services for relationship with the customer, the consumer and the citizen, through contact centres - Operational requirements for the application of UNI EN 15838:2010	Call centre services
UNI 11251:2007	Management consulting - Guidelines to deliver services of managing and organizational consulting and training from central and local public administrations	Management consulting services
UNI 11257:2007	Maintenance of buildings - Criteria for the drafting of plan and programme of maintenance of buildings - Guidelines	Maintenance services
UNI 11283:2008	Operational activities of enterprises - Definition of the managerial specifications for the single logistic processes	QMS - service-specific
UNI 11294:2008	Qualification of road accident reconstructionists	Training services
UNI 11336:2010	Operational activities of enterprises - Preliminary evaluation of a project of outsourcing of services - Guidelines	Procurement and contracts
UNI 11369:2010	Management consulting - Guide for the classification of management consultants based on skill system	Management consulting services
UNI 11402:2011	Financial education of citizens - Service requirements	Financial services
UNI 11414:2011	Maintenance - Guidelines for qualification of maintenance system	Maintenance services
UNI 11420:2011	Maintenance - Qualification of maintenance personnel	Maintenance services

Figure 39 Updated list of national services standards – Latvia

Reference	Title	Sector (subarea)
LVS 200-1:2009	Tourist accommodation - Hotels	Accommodation services
LVS 200-2:2004 +A1	Tourist accommodation - Guest houses	Accommodation services
LVS 200-4:2000	Tourist accommodation - Rural tourism houses	Accommodation services
LVS 200-5:2000	Tourist accommodation - Camping	Accommodation services
LVS 200-6:2001	Tourist accommodation - Youth hostels	Accommodation services
LVS 200-7:2002	Tourist services - Tourism information furnishers (Tourism information points, Tourism information centres, Tourism information offices)	Tourism information services
LVS 331:2000	Recreational symbols	Information services
LVS 361:2005	Planning of fire station - General requirements	Emergency services
LVS 401-0:2002	Property Valuation Standards - Part 0: Concepts and principles	Real estate services
LVS 401-1:2002	Property Valuation Standards - Part 1: Market Value Basis of Valuation	Real estate services
LVS 401-2:2002	Property Valuation Standards - Part 2: Valuation Bases other than Market Value	Real estate services
LVS 401-3:2002	Property Valuation Standards - Part 3: Valuations for Financial Reporting	Real estate services
LVS 401-4:2002	Property Valuation Standards - Part 4: Valuations for Lending Purposes	Real estate services
LVS 450:2008	Spa operators and Services - General requirements	Personal services

Figure 40 Updated list of national services standards – Liechtenstein (*no NSB*)

Reference	Title	Sector (subarea)
<i>No standards identified</i>		

Figure 41 Updated list of national services standards – Lithuania (*unverified*)

Reference	Title	Sector (subarea)
LST 1438:2005	Motor vehicles. Technical maintenance and repair	Vehicle services
LST 1989:2006	Cleaning services -School buildings - Requirements for cleaning	Cleaning services

Figure 42 Updated list of national services standards – Luxembourg

Reference	Title	Sector (subarea)
<i>No standards identified</i>		

Figure 43 Updated list of national services standards – Malta

Reference	Title	Sector (subarea)
MSA 1400:2006	Motor Vehicle Repairs - Repairers management system - Requirements	Vehicle services
MSA 1600:2008	Remote Gaming - Operators Management System	Other sport and leisure services
MSA 1825:2009	Milk distributors - Transportation and distribution of pasteurised milk and milk products - requirements	Transport services
MSA 2000:2009	Biotechnology - Control of Public Health Pests - Operators' Management System Requirements	Pest control services
MSA 3500:2010	Public Playgrounds - Requirements for Public Playgrounds Safety and their Management	Other sport and leisure services

Figure 44 Updated list of national services standards – Netherlands

Reference	Title	Sector (subarea)
NEN 8048-1:2011	Debt settlement - Part 1: Requirements for organisations in debt settlement	Debt services
NEN 8048-2:2008	Debt settlement - Part 2: Requirements for debt relief workers	Debt services

Reference	Title	Sector (subarea)
NEN 8048-3:2011	Debt settlement - Part 3: Certification scheme for organisations in debt settlement	Debt services
NEN 8080:2009	Sustainability criteria for biomass for energy purposes	Utility services
NEN 8081:2011	Certification scheme for sustainably produced biomass for energy purposes	Utility services
NEN 8380:2010	Customer contract centres - Certification scheme for NEN-EN 15838 Customer Contact Centres - Requirements for service provision	Call centre services

Figure 45 Updated list of national services standards – Norway

Reference	Title	Sector (subarea)
NS 3456:2010	Documentation for management, operation, maintenance and development of construction works	Construction services
NS 3935:2011	ITB - Integrated technical building installations - Designing, implementation and commissioning	Construction services
NS 415-1:2007	In-service inspectors - Part 1: Rules for examination and certification	Utility services
NS 415-2:2007	In-service inspectors - Part 2: –Syllabus for Oil and gas (offshore, petrochemical, refineries)	Utility services
NS 476:2004	Paints and coatings – Approval and certification of surface treatment inspectors	Construction services
NS 477:2005	Welding – Rules for certification of welding inspectors	Construction services
NS 8400:2005	Procurement rules for building and civil engineering works by invitation to tender	Construction services
NS 8401:2010	General conditions of contract for design commissions	Procurement and contracts
NS 8402:2010	General conditions of contract provisions for consultancy commissions with remuneration on the basis of actual time taken	Procurement and contracts
NS 8403:2005	General conditions of contract for construction supervision commissions	Construction services
NS 8405:2008	Norwegian building and civil engineering contract	Construction services
NS 8406:2009	Simplified Norwegian building and civil engineering contract	Construction services
NS 8407:2011	General conditions of contract for design and build contracts	Construction services
NS 8409:2008	General conditions for contracts concerning the purchase of construction products	Construction services
NS 8410:2005	Procurement rules for building and civil engineering works by tender with negotiated	Construction services
NS 8415:2008	Norwegian contract for sub-contracts concerning the execution of the building and civil engineering works	Construction services
NS 8416:2009	Simplified Norwegian contract for sub-contracts concerning the execution of building and civil engineering works	Construction services
NS 8417:2011	General conditions of contract for design and build sub-contracts	Construction services
NS 8430:2009	Handover of buildings and civil engineering works	Construction services
NS 8434:2008	General conditions of contract for manual security services	Security services
NS 8435:2011	General conditions of contract for personal assistance	Procurement and contracts
NS 9415:2009	Marine fish farms – Requirements for site survey, risk analysis, design, dimensioning, production, installations and operation	Agricultural services
NS 9600-1:2010	Ropes access techniques – Part 1: Classification and certification of personnel	Cleaning services
NS 9600-2:2010	Ropes access techniques – Part 2: Admission criteria and syllabus for training	Cleaning services
NS 9600-3:2010	Ropes access techniques – Part 3: requirements to and certification for training and assessment facilities	Cleaning services
NS 9600-4:2010	Ropes access techniques – Part 4: Requirements to and certification of suppliers of services	Cleaning services
NS-INSTA 800:2010	Cleaning quality - Measuring system for assessment and rating of cleaning quality	Cleaning services
NS-INSTA 810:2011	Requirements and recommendations for the provision of cleaning services	Cleaning services

Figure 46 Updated list of national services standards – Poland

Reference	Title	Sector (subarea)
No standards identified		

Figure 47 Updated list of national services standards – Portugal

Reference	Title	Sector (subarea)
NP 004397:2008	Occupational health and safety management systems requirements	OHAS - service-specific
NP 004406:2009	Sustainable forest management systems. Application of the pan-European criteria for sustainable forest management	Agricultural services
NP 004410:2004	Occupational health and safety management systems - Guidelines for the implementation of NP 4397	OHAS - service-specific
NP 004427:2004	Human resources management systems - Requirements	Recruitment services
NP 004433:2005	Guidelines for quality management system documentation	QMS - service-specific
NP 004456:2007	Management of Research, Development and Innovation (RDI). Terminology and definitions of RDI activities	Research and development
NP 004456:2007	Management of Research, Development and Innovation (RDI). Terminology and definitions of RDI activities	Research and development
NP 004457:2007	Management of Research, Development and Innovation (RDI). Management system requirements	Research and development
NP 004458:2007	Management of Research, Development and Innovation (RDI). Requirements for a RDI project	Research and development
NP 004460-1:2007	Ethics in organizations. Part 1: Guidelines for the elaboration and implementation of codes of ethics in organizations	QMS - service-specific
NP 004460-2:2010	Ethics in organizations. Part 2: Guide for the elaboration, implementation and operationalisation of ethical codes in organizations	QMS - service-specific
NP 004461:2007	Management of Research, Development and Innovation (RDI) . Competence and evaluation of IDI management systems auditors and IDI projects auditors	Research and development
NP 004469-1:2008	Social responsibility management system. Part 1: Requirements and guidelines for its usage	CSR - service-specific
NP 004469-2:2010	Social responsibility management system. Part 2: Implementation orientation guide	CSR - service-specific
NP 004473:2008	Funeral services. Professional categories. Requirements and description of functions	Funeral services
NP 004475:2008	Public passenger transport. Metro network. Characteristics and service supply	Transport services
NP 004478:2008	Quality management systems. Particular requirements for the application of ISO 9001:2000 for automotive production and relevant service part organizations	Vehicle services
NP 004483:2009	Guide for the implementation of maintenance management system	Maintenance services
NP 004492:2010	Requirements for the provision of maintenance services	Maintenance services
NP 004493:2010	Public passenger transport. Urban bus route. Characteristic and service supply	Transport services

Figure 48 Updated list of national services standards – Romania (*unverified*)

Reference	Title	Sector (subarea)
SR 13405:1998	Professional training. Terminology	Training services
SR 13416:1998	Professional training. Professional training body. Offer-related information	Training services
SR 13417:1998	Professional training. Training demand. Specifications for demand	Training services
SR 13418:2000	Professional training. Request for training. Training project elaboration method	Training services
SR 13455:2000	Professional training. Professional training body. Service and provision of service	Training services
SR 13465:2007	Requirements for personnel certification in project and programme management	Certification and inspection services
SR 13476-1:2003	Certification of professional qualification of construction enterprises. Part 1: Requirements for certification bodies	Certification and inspection services
SR 13476-2:2003	Certification of professional qualification of construction enterprises. Part 2: Certification requirements	Certification and inspection services
SR 13508:2006	Guidelines for the implementation of a quality system in a health facility	Health services

Figure 49 Updated list of national services standards – Slovakia

Reference	Title	Sector (subarea)
STN 01 0142:1987	Distribution of periodicals. Terms and definitions	Archival services
STN 01 8025:2006	Touristic marking	Tourism services - general
STN 01 8026:1990	Ropeways and ski-lifts. Public graphical symbols and signs	Skiing services

Reference	Title	Sector (subarea)
STN 01 8027:2007	Skiing routes and slopes safety. Graphical symbols and signs	Skiing services

Figure 50 Updated list of national services standards – Slovenia (*unverified*)

Reference	Title	Sector (subarea)
<i>No standards identified</i>		

Figure 51 Updated list of national services standards – Spain

Reference	Title	Sector (subarea)
UNE 152001-1:2007	Guidelines on the application of UNE- EN 13816 to establish a service quality reference - Part 1: Regular long-distance transport by road	Transport services
UNE 152001-2:2007	Guidelines on the application of UNE- EN 13816 to establish a service quality reference - Part 2: Regional regular transport by road	Transport services
UNE 152001-3:2007	Guidelines on the application of UNE- EN 13816 to establish a service quality reference - Part 3: Regular suburban transport by road	Transport services
UNE 167001:2006	Restaurant services. Management requirements.	Restaurant services
UNE 167002:2006	Restaurant services. Requirements for the maintenance of facilities and equipment.	Restaurant services
UNE 167003:2006	Restaurant services. Provision and storage requirements.	Restaurant services
UNE 167005:2006	Restaurant services. Lounge requirements.	Restaurant services
UNE 167007:2006	Restaurant services. Requirements for transport	Restaurant services
UNE 167008:2006	Restaurant services. Bar requirements.	Restaurant services
UNE 167009:2006	Restaurant services. Kitchen requirements.	Restaurant services
UNE 167010:2006	Establishments dedicated to meals service - Central kitchen requirements	Catering services
UNE 167011:2006	Establishments dedicated to meals service - Vocabulary	Catering services
UNE 167012:2010	Hospitality services. Catering services. Requirements for the implementation of a self control system based on HACCP principles.	Catering services
UNE 175001-1:2004	Service quality for small retail trade. Part 1: General requirements	Retail services
UNE 175001-2:2004	Service quality for small retail trade. Part 2: Requirements for fishmonger's	Retail services
UNE 175001-3:2005	Service quality for small retail trade. Part 3: Requirements for optician's	Retail services
UNE 175001-4:2005	Service quality for small retail trade. Part 4: Requirements for butcher's and delicatessen	Retail services
UNE 175001-5:2005	Service quality for small retail trade. Part 5: Requirements for flower shops	Retail services
UNE 179001:2007	Quality in dental surgeries and dental services. General requirements.	Health services
UNE 179001:2007 ERRATUM:2008	Quality in dental surgeries and dental services. General requirements.	Health services
UNE 182001:2008	Hotels and touristic apartments - Service requirements	Accommodation services
UNE 182001:2008/1M:2010	Hotels and tourist apartments. Service requirements	Accommodation services
UNE 183001:2009	Rural accommodation. Service requirements	Accommodation services
UNE 184001:2007	Touring camps and holiday cities. Service requirements	Accommodation services
UNE 185001:2009	Time-sharing tourism services. Service provision requirements.	Accommodation services
UNE 186001:2009	Medical spas. Service provision requirements.	Personal services
UNE 187001:2008	Beaches. Service provision requirements.	Tourism services - general
UNE 187002:2008	Natural protected areas. Service provision requirements.	Tourism services - general
UNE 187002:2008/1M:2011	Natural protected areas. Service provision requirements	Tourism services - general
UNE 187003:2008	Tourism information offices. Service provision requirements.	Tourism information services
UNE 187004:2008	Congress palaces. Service provision requirements.	Accommodation services
UNE 187005:2009	Convention Bureaux. Service provision requirements.	Accommodation

Reference	Title	Sector (subarea)
		services
UNE 187007:2010	Provincial Tourist Board. Requirements for the internal management and service requirements.	Tourism services - general
UNE 188001:2008	Golf courses. Services requirements	Other sport and leisure services
UNE 188002:2006	Ski and mountain stations. Services requirements.	Skiing services
UNE 188003:2009	Adventure Tourism	Other sport and leisure services
UNE 188004:2009	Tourism services on nautical sport facilities.	Water sport services
UNE 188005:2009	Night leisure. Service provision requirements for leisure businesses	Tourism services - general
UNE 189001:2011	Intermediation tourism services. Service requirements.	Tourism services - general
UNE 66920-2:1998	DESIGN MANAGEMENT SYSTEMS. PART 2: GUIDE TO MANAGING SERVICE DESIGN.	QMS - service-specific

Figure 52 Updated list of national services standards – Sweden

Reference	Title	Sector (subarea)
SS 627801:2006	Cleaning quality - System for the establishment and assessment of cleaning quality	Cleaning services
SS 99100:2010	Security services - Operations, management and personnel	Security services

Figure 53 Updated list of national services standards – Switzerland

Reference	Title	Sector (subarea)
SN 113001/1, -/2, -/3, -/4:1980-07	Maintenance of Physical Assets – Part 1 to 4	Maintenance services
SN 184001:1986-03	Catering equipment (Gastro-Norm)	Catering services
SN 521500:2009	Barrier-free buildings	Residential Care Services
SN 6400745:2009	Maintenance and repair of cement concrete pavements	Construction services
SN 640650a:1974	Picnic areas, Structural design, equipment and maintenance of toilet facilities	Tourism services - general
SN 640720c:1996	Road maintenance - cleaning	Cleaning services
SN 640727a:1996	Road operation and maintenance services, - disposal operation in road	Construction services
SN 640772b:2001	Winter service - Control of winter with smoothness for spreading	Tourism services - general
SN 640827c:1995	Road signals - Tourist signs on the main and secondary roads	Tourism services - general
SN 640828:1980	Road signals, signs to the hotel	Tourism services - general
SN 640852:2005	Markings - Tactile-visual markings for blind and visually impaired pedestrians	Residential Care Services
SN 641822a:2009	Cost-benefit analysis of road traffic - passenger time costs	Transport logistics services
SN 641823:2007-06	Cost-benefit analysis of road traffic - time costs in freight transport	Transport logistics services
SN 641826:2008-01	Cost-benefit analysis of road transport, the operational costs of road maintenance	Transport logistics services
SN 95911:1952	Textiles Determination of authenticity of the moth and the beetle authenticity of wool and other keratin-containing materials after dry cleaning or laundry	Cleaning services

Figure 54 Updated list of national services standards – United Kingdom

Reference	Title	Sector (subarea)
BS 18477:2010	Inclusive Service – identifying and responding to consumer vulnerability	Other customer services
BS 5534:2003+A1:2010	Code of practice for slating and tiling (including shingles)	Construction services
BS 7872:2011	Manned security services. Cash and valuables in transit services (collection and delivery). Code of practice	Security services

Reference	Title	Sector (subarea)
BS 7960:2005	Door supervisors. Code of practice	Security services
BS 7984:2008	Keyholding and response services. Code of practice	Security services
BS 8213-4:2007	Windows, doors and rooflights. Code of practice for the survey and installation of windows and external doorsets	Construction services
BS 8453:2011	Compliance Framework for Financial Services firms	Financial services
BS 8463:2008	Specification for customer billing practice	Procurement and contracts
BS 8477:2007	Customer Service – Code of Practice	Other customer services
BS 8507-2:2009	Code of practice for close protection services. Services outside the United Kingdom	Security services
BS 8522:2009	Furniture removal activities. Commercial moving services	Removals services
BS 8538:2011	Specification for the provision of services relating to the commercialisation of intellectual property rights	Research and development
BS 8549:2006	Security Consultancy Services	Security services
BS 8564:2011	Overseas Removals	Removals services
BS 8848:2007+A1:2009	Specification for the provision of visits, fieldwork, expeditions, and adventurous activities, outside the United Kingdom	Other sport and leisure services
BS 8877:2011	Online recruitment. Code of practice	Recruitment services
BS 9222:2007	Personal financial planning. Guidance on the application of BS ISO 22222 and assessment of compliance	Financial services

Appendix F List of identified certification schemes

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector
Country	Name	Title	Geography	Reference	Title	(sub-area)
Spain	AENOR	Tourist Quality (Q) - Campsites and Holiday Cities	National	UNE 184001:2007	Touring camps and holiday cities. Service requirements	Accommodation services
Spain	AENOR	Tourist Quality (Q) - Conference Centres	National	UNE 187004:2008	Congress palaces. Service provision requirements.	
Spain	AENOR	Tourist Quality (Q) - Convention Bureaux	National	UNE 187005:2009	Convention Bureaux. Service provision requirements.	
Spain	AENOR	Tourist Quality (Q) - Hotels and Tourist Apartments	National	UNE 182001:2008	Hotels and touristic apartments - Service requirements	
Spain	AENOR	Tourist Quality (Q) - Rural Accommodations	National	UNE 183001:2009	Rural accommodation. Service requirements	
Spain	AENOR	Tourist Quality (Q) - Time-Share Establishment	National	UNE 185001:2009	Time-sharing tourism services. Service provision requirements.	
Germany	TÜV	Service- und Hygienequalität im Hotel	European	EN ISO 18513:2003	Tourism services - Hotels and other types of tourism accommodation - Terminology (ISO 18513:2003)	
France	AFNOR Certification	NF Service - Paper document archiving and outsourced management (NF342)	National	NF Z40-350 :2009	Archival – Archival services and external management of paper documents – Service and implementation of the service	Archival services
France	AFNOR Certification	NF Service - Business incubation service (NF248)	National	NF X50-770:2003	Start-up aid or company take-over aid - Activities of business incubators - Description of the services provided by the business incubator	Business support services
France	AFNOR Certification	NF Service - Customer relations centres (NF345)	European	EN 15838:2009	Customer Contact Centres - Requirements for service provision	Call centre services
Austria	AS+C	Call Centres	European	EN 15838:2009	Customer Contact Centres - Requirements for service provision	
Italy	ICIM SpA	Contact Centres	European	EN 15838:2009	Customer Contact Centres - Requirements for service provision	
			National	UNI 11200:2010	Services for relationship with the customer, the consumer and the citizen, through contact centres - Operational requirements for the application of UNI EN 15838:2010	
Netherlands	Kiwa Netherlands	Customer contact centers - Certification scheme for NEN-EN 15838 Customer Contact Centres - Requirements for service provision	National	NEN 8380:2010	Customer contract centres - Certification scheme for NEN-EN 15838 Customer Contact Centres - Requirements for service provision	
Ireland	NSAI	Contact Management Centres	European	EN 15838:2009	Customer Contact Centres - Requirements for service provision	
Austria	SGS Société Générale de Surveillance	Customer Contact Centres - Requirements for service provision (= 1 Kunde)	European	EN 15838:2010	Customer Contact Centres - Requirements for service provision	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
Switzerland	Swiss Association for Quality and Management Systems (SQS)	Standard for the requirements on the performance of customer contact centres (inbound and outbound)	European	EN 15838:2010	Customer Contact Centres - Requirements for service provision	
Germany	TÜV	Qualitymaster Communication Centre (TRQMCC)	European	EN 15838:2010	Customer Contact Centres - Requirements for service provision	
France	AFNOR Certification	NF Service – school catering (NF431)	National	NF X50-220:2005	Service standard - School canteen catering service	Catering services
Germany	DIN Certco	Cleaning service for quality measuring systems	European	EN 13549:2001	Cleaning services - Basic requirements and recommendations for quality measuring systems	Cleaning services
Norway	Soft Sertifisering	SOFT Sertifisering AS	National	NS 9600-1:2010	Rope access techniques - Part 1: Classification and certification of personnel	
			National	NS 9600-2:2010	Rope access techniques - Part 2: Admission criteria and syllabus for training	
			National	NS 9600-3:2010	Rope access techniques - Part 3: Requirements to and certification for training and assessment facilities	
			National	NS 9600-4:2010	Rope access techniques - Part 4: Requirements to and certification of suppliers of services	
Switzerland	Swiss Association for Quality and Management Systems (SQS)	Cleaning Services – Basic requirements and recommendations for quality measuring systems	European	EN 13549:2001	Cleaning services - Basic requirements and recommendations for quality measuring systems	
Austria	TÜV Austria	Blauer Punkt	National	ÖNORM D 2200:2009	Cleaning services - General specification for cleaning of floor coverings - Works contract	
Denmark	DS Certificering	Cleaning quality	National	DS/INSTA 800 E:2010	Cleaning quality - System for establishing and assessing cleaning quality	
			National	DS/INSTA 810:2011	Requirements and recommendations for the provision of cleaning services	
Greece	ELOT (Certification Council)	Certification of communication services providers	National	ELOT 1435:2009	Communication services - Requirements for providers	Communication services
France	AFNOR Certification	NF Service - Quality of building works-related services in private procurements (NF327)	National	NF P03-700:2002	Building - Private procurements - Quality of building works-related services in private procurements	Construction services
United Kingdom	BSI	Kite mark - Window Installers	National	BS 8213-4:2007	Windows, doors and rooflights. Code of practice for the survey and installation of windows and external doorsets	
Netherlands	Det Norske Veritas Certification	Debt settlement - Part 1: Requirements for organisations in debt settlement	National	NEN 8048-1:2011	Debt settlement - Part 1: Requirements for organisations in debt settlement	Debt services
Netherlands	Det Norske Veritas Certification	Debt settlement - Part 2: Requirements for debt relief workers	National	NEN 8048-2:2008	Debt settlement - Part 2: Requirements for debt relief workers	
Netherlands	Det Norske Veritas Certification	Debt settlement - Part 3: Certification scheme for organisations in debt settlement	National	NEN 8048-3:2011	Debt settlement - Part 3: Certification scheme for organisations in debt settlement	
Netherlands	Kiwa Netherlands	Debt settlement - Part 1: Requirements for organisations in debt settlement	National	NEN 8048-1:2011	Debt settlement - Part 1: Requirements for organisations in debt settlement	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector
Country	Name	Title	Geography	Reference	Title	(sub-area)
Netherlands	Kiwa Netherlands	Debt settlement - Part 2: Requirements for debt relief workers	National	NEN 8048-2:2008	Debt settlement - Part 2: Requirements for debt relief workers	
Netherlands	Kiwa Netherlands	Debt settlement - Part 3: Certification scheme for organisations in debt settlement	National	NEN 8048-3:2011	Debt settlement - Part 3: Certification scheme for organisations in debt settlement	
France	AFNOR Certification	NF Service - Service of direct selling enterprises (NF355)	National	NF X50-788:2003	Direct selling - Service of direct selling enterprises	Direct selling services
Austria	AS+C	Recreational scuba diving (EUF Certification International) – Certification Scheme for Recreational Diving Service Providers	European	EN 14467:2004	Recreational diving services - Requirements for recreational scuba diving service providers	Diving services
Austria	AS+C	Recreational scuba diving (EUF Certification International) – Certification Scheme for Recreational Diving Training Systems	European	EN 14153-1:2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 1: Level 1 - Supervised Diver	
			European	EN 14153-2:2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 2: Level 2 - Autonomous Diver	
			European	EN 14153-3:2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 3: Level 3 - Dive Leader	
			European	EN 14413-1:2004	Recreational Diving Services - Safety related minimum requirements for the training of scuba instructors - Part 1: Level 1	
			European	EN 14413-2:2004	Recreational Diving Services - Safety related minimum requirements for the training of scuba instructors - Part 2: Level 2	
			International	ISO 11107:2009	Recreational diving services -- Requirements for training programmes on enriched air nitrox (EAN) diving	
			International	ISO 11121:2009	Recreational diving services -- Requirements for introductory training programmes to scuba diving	
Germany	DIN Certco	Scuba Diving Service Providers	European	EN 14153-1:2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 1: Level 1 - Supervised Diver	
			European	EN 14153-2:2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 2: Level 2 - Autonomous Diver	
			European	EN 14153-3:2003	Recreational diving services - Safety related minimum requirements for the training of recreational scuba divers - Part 3: Level 3 - Dive Leader	
			European	EN 14413-1:2004	Recreational Diving Services - Safety related minimum requirements for the training of scuba instructors - Part 1: Level 1	
			European	EN 14413-2:2004	Recreational Diving Services - Safety related minimum requirements for the training of scuba instructors - Part 2: Level 2	
			European	EN 14467:2004	Recreational diving services - Requirements for recreational scuba diving service providers	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
France	AFNOR Certification	NF Service - Vocational rehabilitation centres (NF370)	National	NF X50-780-1:2003	Services of vocational rehabilitation centres - Part 1 : vocational re-education centres	Education services
			National	NF X50-780-2:2003	Services of vocational rehabilitation centres - Part 2 : vocational pre-orientation centres	
Austria	AS+C	Training Services	International	ISO 29990:2010	Learning services for non-formal education and training -- Basic requirements for service providers	
Greece	ELOT (Certification Council)	Certification of non formal education services providers	National	ELOT 1433:2008	Education services - Assessment criteria of education organizations service quality	
Austria	Quality Austria	Science and Education: ISO 29990 Teaching Services	International	ISO 29990:2010	Learning services for non-formal education and training - Basic requirements for service providers	
United Kingdom	Maritime & Coastguard Agency Quality Assurance	Water transport services - Environmental management systems	International	ISO 14001:2004	Environmental management systems -- Requirements with guidance for use	EMS - Service-specific
United Kingdom	Security Systems and Alarms Inspection Board	EMS	International	ISO 14001:2004	Environmental management systems -- Requirements with guidance for use	
Germany	DIN Certco	Private financial planner	International	ISO 22222:2005	Personal financial planning -- Requirements for personal financial planners	Financial services
United Kingdom	Standards International	ISO 22222:2005	International	ISO 22222:2005	Personal financial planning -- Requirements for personal financial planners	
Spain	AENOR	Quality of Funeral Services	European	EN 15017:2005	Funeral Services - Requirements	Funeral services
France	AFNOR Certification	NF Service - Funeral Services: Funeral Organization (NF407)	European	EN 15017:2005	Funeral Services - Requirements	
Slovakia	Certification Division CO SUTN	Certification Procedure for Funeral Services pursuant to EN 15017	European	EN 15017:2005	Funeral Services - Requirements	
Denmark	DS Certificering	Services in the funeral industry	European	EN 15017:2005	Funeral Services - Requirements	
United Kingdom	Lloyd's Register Quality Assurance	EN 15017	European	EN 15017:2005	Funeral Services - Requirements	
Slovakia	Slovenská spoločnosť pre kvalitu	STN EN 15017	European	EN 15017:2005	Funeral Services - Requirements	
Spain	AENOR	Quality of Dental Services	National	UNE 179001:2007	Quality in dental surgeries and dental services. General requirements.	Health services
United Kingdom	SGS United Kingdom Limited	IT Service Management	International	ISO 20000:2005	Information technology - service management	IT services
Denmark	DS Certificering	IT Service Management	International	ISO 20000:2005	Information technology - service management	
Italy	Certiquality	BANKS AND FINANCIAL SERVICES	International	ISO 20000:2005	Information technology - service management	
Italy	IMQ SpA	ItSMF-UK IT services management systems - ISO 20000 IT services management systems - ISO 20000	International	ISO 20000:2005	Information technology - service management	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector
Country	Name	Title	Geography	Reference	Title	(sub-area)
France	AFNOR Certification	NF Service - Organisers of language study holidays (NF295)	European	EN 14804:2005	Language study tour providers - Requirements	Language study tour services
Austria	AS+C	Language study tours	European	EN 14804:2005	Language study tour providers - Requirements	
Slovakia	Certification Division CO SUTN	Certification Procedure for organizing language, study stays pursuant to EN 14804	European	EN 14804:2005	Language study tour providers - Requirements	
Germany	DIN Certco	Language study tour providers	European	EN 14804:2005	Language study tour providers - Requirements	
Slovakia	Slovenská spoločnosť pre kvalitu	STN EN 14804	European	EN 14804:2005	Language study tour providers - Requirements	
Malta	SMI Certification Services (Malta)	Language Study Tour Providers Certification	European	EN 14804:2005	Language study tour providers - Requirements	
France	AFNOR Certification	NF Service Extinguishers - Service activities relative to setting and maintenance (NF285)	National	NF S61-922:1999	Service activities relative to the maintenance of portable, mobile and fixed extinguishers	Maintenance services
Spain	AENOR	Quality of Market Research Services	International	ISO 20252:2006	Market, opinion, social research, vocabulary and service requirements	Market research
Austria	AS+C	Access Panel Services	International	ISO 26362:2009	Access panels in market, opinion and social research -- Vocabulary and service requirements	
United Kingdom	BSI	Quality best practice for market researchers	International	ISO 20252:2006	Market, opinion, social research, vocabulary and service requirements	
Denmark	DS Certificering	Market research, opinion and social studies	International	ISO 20252:2006	Market, opinion, social research, vocabulary and service requirements	
United Kingdom	SGS United Kingdom Limited	Market research	International	ISO 20252:2006	Market, opinion, social research, vocabulary and service requirements	
United Kingdom	Marketing Quality Assurance	Market research	International	ISO 20252:2006	Market, opinion, social research, vocabulary and service requirements	
Spain	AENOR	Tourist Quality (Q) - Active Tourism Companies	National	UNE 188003:2009	Adventure Tourism	Other sport and leisure services
Spain	AENOR	Tourist Quality (Q) - Golf Courses	National	UNE 188001:2008	Golf courses. Services requirements	
Malta	SMI Certification Services (Malta)	Public Playground Inspection Scheme	National	MSA 3500:2010	Public Playgrounds – Requirements for Public Playgrounds Safety and Their Management	
Spain	AENOR	Tourist Quality (Q) - Spa Establishments	National	UNE 186001:2009	Medical spas. Service provision requirements.	Personal services
Malta	SMI Certification Services (Malta)	Pest Control Certification	National	MSA 2000:2009	Biotechnology - Control of Public Health Pests - Operators' Management System Requirements	Pest control services
United Kingdom	Lloyd's Register Quality Assurance	EN 13850 +A1	European	EN 13850+A1:2002+2007	Postal service - Quality of service - Measurement of the transit time of end-to-end-services for single piece priority mail and first class mail (under revision)	Postal services
United Kingdom	Lloyd's Register Quality Assurance	EN 14012 +A1	European	EN 14012:2008	Postal services - Quality of service - Complaints handling principles	
Germany	DIN Certco	Assisted living (for the elderly)	National	DIN 77800:2006	Quality requirements for providers of "Assisted living for the elderly"	QMS - service-specific

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
Greece	ELOT (Certification Council)	Certification of automotive relevant service organizations	National	ELOT 1434:2008	Criteria for quality assessment of automotive relevant service organizations	
United Kingdom	Maritime & Coastguard Agency Quality Assurance	Water transport services - management systems	International	ISO 9001:2000	Quality management systems -- Requirements	
United Kingdom	Security Systems and Alarms Inspection Board	QMS	International	ISO 9001:2000	Quality management systems -- Requirements	
Hungary	MSZT Certification Department	Certification according to Hungarian Health Care Standards	International	ISO 9001:2000	Quality management systems -- Requirements	
Austria	AS+C	Real Estate Agents	European	EN 15733:2009	Services of real estate agents - Requirements for the provision of services of real estate agents	Real estate services
Greece	ELOT (Certification Council)	Certification of real estate agents	European	EN 15733:2009	Services of real estate agents - Requirements for the provision of services of real estate agents	
Latvia	Latvian Real Estate Association, Certification Centre (LANIDA)	Certification of real estate agents	European	EN 15733:2009	Services of real estate agents - Requirements for the provision of services of real estate agents	
Austria	SGS Société Générale de Surveillance	Services of real estate agents - Requirements for the provision of services of real estate agents (= 6 Kunden)	European	EN 15733:2009	Services of real estate agents - Requirements for the provision of services of real estate agents	
France	AFNOR Certification	NF Service - Reception service providers (NF373)	National	NF X50-575:2004	Reception - Outsourced reception services - Service commitments of reception service providers	Reception services
France	AFNOR Certification	NF Service - Recruitment consulting (NF353)	National	NF X50-767:2001	Recruitment consulting firms – Quality of services	Recruitment services
France	AFNOR Certification	NF service - Furniture removal and furniture depository activities (NF144)	European	EN 12522-1:1998	Furniture removal activities - Furniture removal for private individuals - Part 1: Service specification	Removals services
			European	EN 12522-2:1998	Furniture removal activities - Furniture removal for private individuals - Part 2: Provision of service	
			European	EN 14873-1:2005	Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 1: Specification for the storage facility and related storage provision	
			European	EN 14873-2:2005	Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 2: Provision of the service	
Austria	AS+C	Transportation of fine art goods	National	ÖNORM D 1000:2006	Transportation services - Requirements for fine arts removals	
United Kingdom	BSI	Kite mark - Furniture Removals	European	EN 12522-1:1998	Furniture removal activities - Furniture removal for private individuals - Part 1: Service specification	
			European	EN 12522-2:1998	Furniture removal activities. Furniture removal for private individuals. Part 2 - Provision of service	
United Kingdom	Quality Service Standards (Part of BAR)	Commercial moves	National	BS 8522:2009	Furniture removal activities. Commercial moving services	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
United Kingdom	Quality Service Standards (Part of BAR)	Domestic removal services	European	EN 12522-1:1998	Furniture removal activities - Furniture removal for private individuals - Part 1: Service specification	
			European	EN 12522-2:1998	Furniture removal activities - Furniture removal for private individuals - Part 2: Provision of service	
United Kingdom	Quality Service Standards (Part of BAR)	Domestic storage services	European	EN 14873-1:2005	Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 1: Specification for the storage facility and related storage provision	
			European	EN 14873-2:2005	Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 2: Provision of the service	
France	AFNOR Certification	NF Service - Services for resident persons (NF311)	National	NF X50-056:2008	Service for resident persons	Residential care services
France	AFNOR Certification	NF Service Residential homes for elderly people (NF386)	National	NF X50-058:2003	Residential homes for elderly people - Ethical framework and service commitments	
Spain	AENOR	Tourist Quality (Q) - Restaurant Services	National	UNE 167001:2006	Restaurant services. Management requirements.	Restaurant services
			National	UNE 167002:2006	Restaurant services. Requirements for the maintenance of facilities and equipment,	
			National	UNE 167003:2006	Restaurant services. Provision and storage requirements,	
			National	UNE 167005:2006	Restaurant services. Lounge requirements,	
			National	UNE 167007:2006	Restaurant services. Requirements for transport,	
			National	UNE 167008:2006	Restaurant services. Bar requirements,	
			National	UNE 167009:2006	Restaurant services. Kitchen requirements.	
Spain	Servicio de certificación de la cámara oficial comercio e industria de Madrid	Certificación de calidad de servicio de pequeño comercio	National	UNE 175001-1:2004	Service quality for small retail trade. Part 1: General requirements	Retail services
			National	UNE 175001-2:2004	Service quality for small retail trade. Part 2: Requirements for fishmonger's	
			National	UNE 175001-3:2005	Service quality for small retail trade. Part 3: Requirements for optician's	
			National	UNE 175001-4:2005	Service quality for small retail trade. Part 4: Requirements for butcher's and delicatessen	
			National	UNE 175001-5:2005	Service quality for small retail trade. Part 5: Requirements for flower shops	
France	AFNOR Certification	NF Service - Private company prevention and security services - surveillance services by posted agents, mobile agents and alarm (NF241)	National	NF X50-777:1998	Private company prevention and security services. Surveillance services by posted agents, mobile agents and alarm-generated intervention services. Specifications of the services and their implementation	Security services
Germany	Associated Partners Zertifizierungsgesellschaft mbH	DIN 77200	National	DIN 77200:2008	Static guarding and mobile patrol services - Requirements	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
Italy	CERTIEURO S.r.l.	Servizi - Istituti di vigilanza privata (Private Security Services)	National	UNI 10891:2000	Services - Private surveillance companies - Requirements	
Ireland	NSAI	Security - Alarm Receiving Centres	National	I.S. 228:1997 AMD 3 2009	Monitoring centres for intruder alarms	
Ireland	NSAI	Security - Manned Guarding	National	I.S. 999:2004	Guarding security services	
United Kingdom	Security Systems and Alarms Inspection Board	Code of practice for Cash-in-transit services (collection and delivery).	National	BS 7872:2011	Manned security services. Cash and valuables in transit services (collection and delivery). Code of practice	
United Kingdom	Security Systems and Alarms Inspection Board	Code of practice for close protection services. Services outside the United Kingdom	National	BS 8507-2:2009	Code of practice for close protection services. Services outside the United Kingdom	
United Kingdom	Security Systems and Alarms Inspection Board	Code of Practice for Security Consultancy	National	BS 8549:2006	Security consultancy. Code of practice	
United Kingdom	Security Systems and Alarms Inspection Board	Door Supervisors	National	BS 7960:2005	Door supervisors. Code of practice	
United Kingdom	Security Systems and Alarms Inspection Board	Keyholding Services	National	BS 7984:2008	Keyholding and response services. Code of practice	
United Kingdom	Security Systems and Alarms Inspection Board	Manned Guarding Ireland Scheme	National	I.S. 999:2004	Guarding security services	
Germany	TÜV	DIN 77200 Sicherungsdienstleistungen	National	DIN 77200:2008	Static guarding and mobile patrol services - Requirements	
Germany	VdS Schadenverhütung GmbH Zertifizierungsstelle	Zertifizierung von Sicherungsdienstleistungen (security services)	National	DIN 77200:2008	Static guarding and mobile patrol services - Requirements	
Italy	Certiquality	Companies providing services (ESCOs)	National	UNI 10891:2000	Services - Private surveillance companies - Requirements	
Italy	IMQ SpA	Certification central remote monitoring	National	UNI 11068:2005	Telesurveillance stations - Procedural, structural and check characteristics	
Spain	AENOR	Tourist Quality (Q) - Ski Resorts	National	UNE 188002:2006	Ski and mountain stations. Services requirements.	Skiing services
Spain	AENOR	Tourist Quality (Q) - Tourist Information Offices	National	UNE 187003:2008	Tourism information offices. Service provision requirements.	Tourism information services
France	AFNOR Certification	NF Service - Tourist office (NF237)	National	NF X50-730:2009	Tourist information office activities - Characteristics of the service commitments of tourist information offices - Welcome/information, promotion/communication, production/commercialisation, boutique and event-related activities	
Spain	AENOR	Tourist Quality (Q) - Beaches	National	UNE 187001:2008	Beaches. Service provision requirements.	Tourism services - general
Spain	AENOR	Tourist Quality (Q) - Nature Reserves	National	UNE 187002:2008	Natural protected areas. Service provision requirements.	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
Spain	AENOR	Tourist Quality (Q) - Night Leisure	National	UNE 188005:2009	Night leisure. Service provision requirements for leisure businesses	
Spain	AENOR	Tourist Quality (Q) - Tourism Boards	National	UNE 187007:2010	Provincial Tourist Board. Requirements for the internal management and service requirements.	
Spain	AENOR	Tourist Quality (Q) - Tourism Intermediary Services	National	UNE 189001:2011	Intermediation tourism services. Service requirements.	
Austria	AS+C	Tourist Guides Training Programmes	European	EN 15565:2008	Tourism services - Requirements for the provision of professional tourist guide training and qualification programmes	Tourist guide services
Germany	DIN Certco	Service training and qualification programs of tourist guides	European	EN 15565:2008	Tourism services - Requirements for the provision of professional tourist guide training and qualification programmes	
France	AFNOR Certification	NF Service –Professional training (NF214)	National	NF X50-760:1995	Professional training. Professional training body. Offer-related information	Training services
			National	NF X50-761:1998	Professional training. Professional training body. Service and provision of service: specifications	
Austria	AS+C	Training programmes for wellness trainers	National	ÖNORM D 1501:2006	Demands on the education of wellness trainers	
Spain	AENOR	Quality of Translation Services	European	EN 15038:2006	Translation services - Service requirements	Translation services
Austria	AS+C	Translation services	European	EN 15038:2006	Translation services - Service requirements	
United Kingdom	Bureau Veritas Certification Holding SAS	Quality of Translation Services	European	EN 15038:2006	Translation services - Service requirements	
Slovakia	Certification Division CO SUTN	Certification Procedure for Translation Service Providers pursuant to EN 15038	European	EN 15038:2006	Translation services - Service requirements	
Germany	DIN Certco	Registration of Translation Services	European	EN 15038:2006	Translation services - Service requirements	
United Kingdom	Lloyd's Register Quality Assurance	EN 15038	European	EN 15038:2006	Translation services - Service requirements	
Estonia	Metrosert	Translation services	European	EN 15038:2006	Translation services - Service requirements	
Hungary	MSZT Certification Department	Certification of translation services	European	EN 15038:2006	Translation services - Service requirements	
			International	ISO 9001:2000	Quality management systems -- Requirements	
Ireland	NSAI	Provision of Translation Services	European	EN 15038:2006	Translation services - Service requirements	
Austria	Quality Austria	EN 15038 (service requirements for translation services)	European	EN 15038:2006	Translation services - Service requirements	
Slovakia	Slovenská spoločnosť pre kvalitu	STN EN 15038	European	EN 15038:2006	Translation services - Service requirements	
Germany	TÜV	EN 15038 Translation Services	European	EN 15038:2006	Translation services - Service requirements	
Spain	AENOR	Quality of Public Transport	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	Transport services

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
France	AFNOR Certification	NF service - Associated Services with the travellers transport	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
France	AFNOR Certification	NF Service - On demand Transport (NF371)	European	EN 13816:2006	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
			European	EN 15140:2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	
France	AFNOR Certification	NF Service - Service of interurban transport of travellers (NF235)	European	EN 13816:2004	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
			European	EN 15140:2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	
France	AFNOR Certification	NF Service - Service of school transport (NF305)	European	EN 13816:2005	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
			European	EN 15140:2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	
France	AFNOR Certification	NF Service - Service of transport of travellers (NF281)	European	EN 13816:2003	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
			European	EN 15140:2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	
France	AFNOR Certification	NF Service - Service of transport shod at high speed in international vocation and with reservation (NF445)	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
France	AFNOR Certification	NF Service - Service of transport to airport (NF279)	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
			European	EN 15140:2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	
France	AFNOR Certification	NF Service - Service of urban transport of travellers (NF286)	European	EN 13816:2007	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
			European	EN 15140:2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	
United Kingdom	Bureau Veritas Certification Holding SAS	Quality of Service in Public Transportation	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
			European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
United Kingdom	Lloyd's Register Quality Assurance	EN 13816	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
Ireland	NSAI	Security - Cash in Transit	National	I.S. 998:2006	Cash-In-Transit Services	

Certification Body		Certification scheme	Standard covered by Certification Scheme			Sector (sub-area)
Country	Name	Title	Geography	Reference	Title	
Austria	Quality Austria	EN 13816 (passenger transport service providers)	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
United Kingdom	Security Systems and Alarms Inspection Board	Cash In Transit Ireland Scheme	National	I.S. 998:2006	Cash-In-Transit Services	
Spain	Servicio de certificación de la cámara oficial comercio e industria de Madrid	Certificación de calidad de servicio de transporte de pasajeros	European	EN 13816:2007	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
Austria	TÜV Austria	Public passenger transport	European	EN 13816:2002	Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement	
Netherlands	Bureau Veritas Certification	Certification scheme for sustainably produced biomass for energy purposes	National	NEN 8081	Certification scheme for sustainably produced biomass for energy purposes	Utility services
Netherlands	Control Union Certifications	Certification scheme for sustainably produced biomass for energy purposes	National	NEN 8081	Certification scheme for sustainably produced biomass for energy purposes	
Netherlands	DEKRA Certification	Certification scheme for sustainably produced biomass for energy purposes	National	NEN 8081	Certification scheme for sustainably produced biomass for energy purposes	
Norway	FORCE Technology Norway	Driftsinspektører (In-service inspector)	National	NS 415-1:2007	Operating inspectors - Part 1: Rules for examination and certification	
			National	NS 415-2:2007	Operating inspectors - Part 2: Educational plans - Oil and gas (offshore, petrochemical, refineries)	
Netherlands	Kiwa Netherlands	Certification scheme for sustainably produced biomass for energy purposes	National	NEN 8081	Certification scheme for sustainably produced biomass for energy purposes	
Austria	AS+C	Brand Evaluation Services	International	ISO 10668:2010	Brand valuation -- Requirements for monetary brand valuation	Valuation services Vehicle services
France	AFNOR Certification	NF Service - Installation and maintenance of vehicles to LPG Fuel (NF430)	National	NF M88-500:2007	Installation and maintenance of LPG vehicles - Service commitments	
France	AFNOR Certification	NF Service - Repair-touring of lightweight vehicles services specifications (NF212)	National	NF X50-840:1995	Repair-touring activity. Repair-touring of lightweight vehicles. Service specifications	
			National	NF X50-841:1997	Repair-touring activity. Repair-touring of lightweight vehicles. Equipment and means specifications	
Malta	SMI Certification Services (Malta)	Motor Vehicle Repairs Certification	National	MSA 1400:2006	Motor Vehicle Repairs - Repairers management system - Requirements	Water sport services
Spain	AENOR	Tourist Quality (Q) - Water Sport Facilities,	National	UNE 188004:2009	Tourism services on nautical sport facilities.	
France	AFNOR Certification	NF Service - Water sports - Trading and maintenance (NF354)	National	NF X50-822-1:2005	Specifications for water sports activities – part 1 : trading and maintenance activity	
France	AFNOR Certification	NF Service - Water sports - River and maritime rental (NF392)	National	NF X50-822-2:2005	Specifications for water sports services activities - Part 2 : river and maritime rental activity	

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