



**NSAI**  
Standards

Irish Standard Recommendation  
S.R. CEN/TS 16880:2015

Service excellence - Creating outstanding customer experiences through service excellence

**S.R. CEN/TS 16880:2015**

*Incorporating amendments/corrigenda/National Annexes issued since publication:*

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## National Foreword

S.R. CEN/TS 16880:2015 is the adopted Irish version of the European Document CEN/TS 16880:2015, Service excellence - Creating outstanding customer experiences through service excellence

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**TECHNICAL SPECIFICATION**  
**SPÉCIFICATION TECHNIQUE**  
**TECHNISCHE SPEZIFIKATION**

**CEN/TS 16880**

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English Version

**Service excellence - Creating outstanding customer  
experiences through service excellence**

Excellence de service - Exigences et lignes directrices  
pour l'excellence de service en vue de créer  
l'enchantement du client

Service Excellence - Schaffung von herausragenden  
Kundenerlebnissen durch Service Excellence

This Technical Specification (CEN/TS) was approved by CEN on 7 October 2015 for provisional application.

The period of validity of this CEN/TS is limited initially to three years. After two years the members of CEN will be requested to submit their comments, particularly on the question whether the CEN/TS can be converted into a European Standard.

CEN members are required to announce the existence of this CEN/TS in the same way as for an EN and to make the CEN/TS available promptly at national level in an appropriate form. It is permissible to keep conflicting national standards in force (in parallel to the CEN/TS) until the final decision about the possible conversion of the CEN/TS into an EN is reached.

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<b>Contents</b>		Page
<b>European foreword</b> .....		3
<b>Introduction</b> .....		4
<b>1</b>	<b>Scope</b> .....	6
<b>2</b>	<b>Normative references</b> .....	6
<b>3</b>	<b>Terms and definitions</b> .....	6
<b>4</b>	<b>Relevance and benefits of service excellence</b> .....	7
<b>5</b>	<b>Principles of service excellence</b> .....	8
<b>6</b>	<b>Service excellence model</b> .....	9
<b>7</b>	<b>Elements of the service excellence model</b> .....	10
<b>7.1</b>	<b>Designing and renewing outstanding customer experiences</b> .....	10
<b>7.2</b>	<b>Service excellence vision, mission and strategy</b> .....	12
<b>7.3</b>	<b>Leadership and management commitment</b> .....	13
<b>7.4</b>	<b>Employee engagement</b> .....	15
<b>7.5</b>	<b>Service excellence culture</b> .....	18
<b>7.6</b>	<b>Understanding customer needs, expectations and desires</b> .....	21
<b>7.7</b>	<b>Service innovation management</b> .....	22
<b>7.8</b>	<b>Managing customer experience related processes and organizational structure</b> .....	24
<b>7.9</b>	<b>Monitoring service excellence activities and results</b> .....	26
<b>Bibliography</b> .....		29

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