



**NSAI**  
Standards

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

# Service excellence - Creating outstanding customer experiences through service excellence

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

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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**

**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.

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