

Why join CEN/TC 447?

CEN/TC 447 develops European standards that support organizations across industries in designing, procuring, delivering and improving services. The committee brings together experts from industry, government, academia and professional bodies to develop practical guidance that improves service quality and outcomes across sectors.

Key emerging areas of work include **servitization**, **electronic contracts** and **mediation**, reflecting the growing role of digitalisation, service innovation and alternative dispute resolution in modern economies.

Participation provides an opportunity to:

- Influence the development of European standards at an early stage.
- Share expertise and industry best practice.
- Network with experts from across Europe.
- Help shape future market requirements and guidance.
- Ensure standards reflect the needs of your organisation and sector.

Members are encouraged to identify emerging service challenges and propose new areas for standardization to ensure the committee's work remains relevant to evolving market needs.

Who should participate?

We're particularly interested in experts from:

- Service management
- Procurement
- Contract management
- Public authorities
- Consulting
- Academia and research
- Manufacturing firms adopting servitization models
- Mediation and dispute resolution specialists

No previous standards experience is required – subject matter expertise is the most important contribution.

What is TC 447 currently working on?

Electronic contracts

Of interest to: lawyers • legal professionals • contract managers • procurement specialists • digital service providers • IT professionals • compliance officers • public sector organisations

This document gives guidelines on accessibility, presentation and execution of digital contracts, helping organisations create contracts that are clear, user-friendly and legally robust.

This project is at its very early stages of development, with the first draft currently being prepared by **WG 1 "Service agreements and contracts"**.

Mediation

Of interest to: mediators • dispute resolution practitioners • legal professionals • ombuds schemes • consumer organisations • public authorities • organisations involved in conflict management

The proposal supports the European Parliament's objective to enhance access to justice by promoting mediation as a more effective means of dispute resolution.

This project is currently at the proposal stage. The **Task Group on Mediation** is scoping the standard(s) and developing the proposed structure and contents of the future standard.

Servitization

Of interest to: manufacturers • service designers • product managers • business transformation leaders • innovation managers • consultants • SMEs • organisations transitioning to service-based business models

This standard provides guidance on supporting the transition from product-based to service-based business models, helping organisations create greater customer value through integrated products and services.

This project is approaching publication, with limited opportunity to contribute to the current deliverable. However, there is the potential for further standardization work in this area, and **new proposals are welcome**.

CEN/TC 447 Working bodies and their deliverables/proposals



ANNEX

1. STRUCTURE

TC	CEN/TC 447 “Horizontal standards for the provision of services”
Scope	Horizontal standardization for the provision of services, within their lifecycle. The scope of CEN/TC 447 does not cover ‘works contracts'.
Established	2016-02-12
Secretariat	BSI
Chair	Christian Fahey
Secretary	Shanti Conn

Working Bodies
WG 1 Service agreements and contracts
WG 2 Performance management
WG 4 Service procurement
WG 6 Servitization
TG 1 Mediation

2. LIAISONS/PARTNER ORGANISATIONS

	Organisation
Partner organisations	The European consumer voice in standardisation (ANEC)
	Small Business Standards (SBS)
Liaison organisations	European Federation of Engineering Consultancy Associations (EFCA)

3. CEN/TC 447 PUBLISHED STANDARDS AND WORK PROGRAMME including preliminary work items (PWIs)

	Reference	Title	Scope	Status 2026-11
WG 1 Service agreements and contracts				
1	● **EN 17371-2:2021**	Provision of services – Part 2: Services contracts – Guidance for the **design, content and structure of contracts**	This document provides guidance on the design, content and structure of service contracts. It is aimed at service buyers and service providers entering a contractual relationship who do not necessarily have legal training. The guidance set out in this document does not constitute legal advice. This document is applicable to: a) service buyers and service providers regardless of type, size or the nature of the services; b) service providers who may be inside or outside the service buyers' organization; and c) any interested parties who are directly or indirectly involved in or affected by a procurement process. This document is not applicable to service contracts where the service buyer is a consumer, nor for works contracts. NOTE 1 "Works contracts" are contracts that have as their object the execution, or both the design and execution, of a work are not covered. Contracts having as their object only the design of a work are covered. NOTE 2 "Work" means the outcome of building or civil engineering works taken as a whole which is sufficient in itself to fulfil an economic or technical function. NOTE 3 "Consumer" means an individual member of the general public purchasing or using services for private purposes.	Mandate: M/517 (Horizontal Service Standards) Published: 2021-11-03

	Reference	Title	Scope	Status 2026-11
2	● PWI (preliminary work item)	**Electronic contracts** – Guidelines on **accessibility, presentation and execution**	This document gives guidelines on accessibility, presentation and execution of digital contracts. It covers: – the availability and online location of a digital contract; – the management of changes to a digital contract; – the presentation of the digital contract for review by customers; – the navigation of the digital contract and location of its key information; and – the execution of a digital contract. It is applicable to any organization that seeks to make their contracts available for review and execution online.	PWI registered: 2026-02-10 PWI expires: 2029-02-10 (3 years)

	Reference	Title	Scope	Status 2026-11
WG 2 Performance management				
3	● **EN 17371-3:2020**	Provision of services - Part 3: Management of performance measurement - Guidance on the **mechanism to measure performance as part of service contracts**	This document provides guidance on setting up the mechanism for performance measurement management as a part of an entire service contract. This document is applicable to: a) Service buyers and service providers regardless of type, size or the nature of the services; b) Service providers who may be inside or outside the service buyers' organization; and c) Any interested parties who are directly or indirectly involved in or affected by a procurement process. This document is not applicable to business-to-consumer (B2C) service contracts or for works contracts. NOTE 1 'Works contracts' are contracts that have as their object the execution, or both the design and execution, of a work are not covered. Contracts having as their object only the design of a work are covered. NOTE 2 'Work' means the outcome of building or civil engineering works taken as a whole which is sufficient in itself to fulfil an economic or technical function.	Mandate: M/517 (Horizontal Service Standards) Published: 2020-07-22

	Reference	Title	Scope	Status 2026-11
WG 4 Service procurement				
4	● **EN 17371-1:2021**	Provision of services - Part 1: Service procurement - Guidance for the **assessment of the capacity of service providers and evaluation of service proposals**	This document provides guidance for the assessment of the capacity of service providers and the evaluation of service proposals in order to improve and facilitate the process of procuring services. This document is applicable to: a) Service buyers and service providers regardless of type, size or the nature of the services; b) Service providers who may be inside or outside the service buyers' organization; and c) Any interested parties who are directly or indirectly involved in or affected by a procurement process. This document is not applicable to business-to-consumer (B2C) service contracts or for works contracts. NOTE 1 "Works contracts" are contracts that have as their object the execution, or both the design and execution, of a work are not covered in this document. Contracts having as their object only the design of a work are covered. NOTE 2 "Work" means the outcome of building or civil engineering works taken as a whole which is sufficient in itself to fulfil an economic or technical function.	Mandate: M/517 (Horizontal Service Standards) Published: 2021-03-31

	Reference	Title	Scope	Status 2026-11
5	● **EN 18306:2026**	Provision of services – Guidance for **organizations which provide lists of prequalified, qualified or shortlisted service providers**	This document provides guidance for setting up and operating a service providers prequalification, qualification, or shortlisting process. This document is applicable to: a) organizations which provide list of prequalified, qualified or shortlisted service providers; b) any interested parties who are directly or indirectly involved in or affected by a service providers prequalification, qualification, or shortlisting process. This document is not applicable to business-to-consumer (B2C) service contracts or for works contracts. NOTE 1 “Works contracts” are contracts that have as their object the execution, or both the design and execution, of a work and are not covered in this document. Contracts having as their object only the design of a work are covered. NOTE 2 “Work” means the outcome of building or civil engineering works taken as a whole which is sufficient in itself to fulfil an economic or technical function. This document is also not applicable for contracts covering employment arrangements (be they of formal or informal nature).	Published 2026-10-14

	Reference	Title	Scope	Status 2026-11
WG 6 Servitization				
6	● **prEN 18294**	Concepts and guidance on **servitization and advanced services**	This document establishes the widely accepted definitions and concepts of servitization and advanced services to facilitate communication between industry stakeholders. It provides a framework that explains the breadth of the organizational transformation process required to develop an advanced services business model. It also provides guidance on how to envision advanced services and the requirements for their effective delivery through servitization. Case studies for advanced services and servitization are provided in Annex A and Annex B. Although the concepts of advanced services and servitization have originated in a manufacturing context, the standard is equally applicable to other product-based organizations of any size that seek to provide any type of advanced services.	ENQ ballot closed: 2026-04-09 – APPROVED with comments Next step: proceed with FV ballot Publication expected: January 2027

	Reference	Title	Scope	Status 2026-11
Other				
7	● **EN 17687:2022**	**Public procurement - Integrity and accountability** - Requirements and guidance	This document specifies requirements and guidance for buyer organizations, with regards to integrity and accountability in public procurement processes from the identification of needs throughout the delivering of goods, services or work contracts. This document is applicable to use by: a) buyer organizations; b) contributors; c) decision makers and their staff. This document can have an impact on: – individuals; – suppliers and individuals acting in support of or on behalf of suppliers, including subcontractors; – the official bodies of the member states and of the European organizations which intervene, directly or indirectly, in the public procurement process; – organizations representing suppliers at the member state or European levels. NOTE Further guidance for the interpretation and application of the scope and requirements of this document is provided in Annex A.	Published 2022-08-17

	Reference	Title	Scope	Status 2026-11
Ongoing proposal				
8	● Proposal	**Mediation**	The proposal supports the European Parliament's objective to enhance access to justice by promoting mediation as a more effective means of dispute resolution. In support of this proposal, the International Mediation Institute (IMI) has established a public policy committee and ANEC has commissioned a research project with The Hague University of Applied Sciences. The findings of the research will inform the development of the proposed European Standard. To advance this proposal, it was agreed to establish a Task Group "Mediation". The Task Group will be responsible for: a) developing the Scope of a standard on mediation; b) completing the new work item form, enabling the launch of a ballot to register a Preliminary Work Item (PWI) or Work Item (WI); c) drafting the structure of the standard, including the contents page with clauses and subclauses.	TG 1 scoping proposal
Future work				
9	● Proposal	**Customer experience**	Requirements to be specific to Europe	On hold whilst mediation proposal is developed
10	● Proposal	**Complaint handling**		