

Provision of services - Part 3: Management of
Performance Measurement - Guidance on the
mechanism to measure performance as part of service
contracts

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

See Eesti standard EVS-EN 17371-3:2020 sisaldab Euroopa standardi EN 17371-3:2020 ingliskeelset teksti.	This Estonian standard EVS-EN 17371-3:2020 consists of the English text of the European standard EN 17371-3:2020.
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English Version

Provision of services - Part 3: Management of Performance
Measurement - Guidance on the mechanism to measure
performance as part of service contracts

Prestation de services - Partie 3 : Management du
mesurage des performances - Recommandations
relatives au mécanisme de mesurage des performances
dans le cadre des contrats de services

Dienstleistungserbringung - Teil 3: Management der
Leistungsmessung - Leitlinien für den Mechanismus
zur Leistungsmessung im Rahmen von
Dienstleistungsverträgen

This European Standard was approved by CEN on 3 May 2020.

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European foreword

This document (EN 17371-3:2020) has been prepared by Technical Committee CEN/TC 447 “Horizontal standards for the provision of services”, the secretariat of which is held by BSI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by January 2021, and conflicting national standards shall be withdrawn at the latest by January 2021.

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Introduction

This document is part of a series of European Standards that address different phases in the provision of services (see Figure 1): the service procurement phase (EN 17371-1), the service contracting phase (EN 17371-2¹⁾) and the service execution phase (EN 17371-3).

Each part of the series can be used individually or in combination with the other parts.

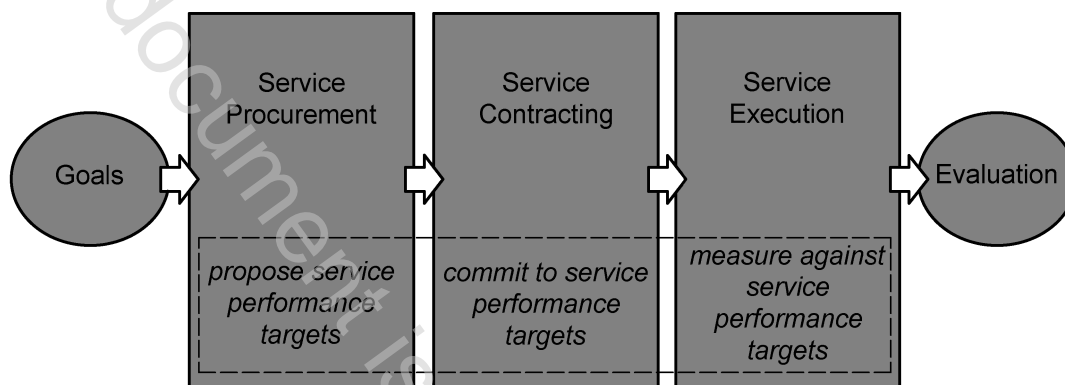


Figure 1 — Phases in the provision of services

The drafting of the series was initiated after CEN presented the findings of a study on the potential and a possible impact of horizontal service standards on the EU single market for services. This study was as a response to the standardization request M/517 from the European Commission for programming and development of horizontal service standards. The objective of this standardization request was to encourage the development of voluntary European Standards covering issues common to many service sectors. Such standards should aim to facilitate compatibility between services providers, improve information and the quality of services to the recipient.

This document aims to facilitate the discussion between the service buyer and the service provider on service performance. For example, service buyer and service provider can use this standard to:

- a) enable benchmarking;
- b) facilitate the setting of industry-specific best practice KPIs;
- c) enable fair comparison of different approaches;
- d) enable comparison between external providers and an internal department;
- e) make a clear distinction between facts and, anecdotes or exceptions; and
- f) enable escalations to be performed in a structured and well-informed way.

This document also aims at specifying targets for regular services, e.g. in terms of reliability, defect density, quality as well as targets for response services, e.g. in terms of response and resolution times and defect removal efficiency. The aim of this document is to provide guidance on the performance measurement.

1) Under preparation. Stage at the time of publication: prEN 17371-2.

1 Scope

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; and
- b) Service providers who may be inside or outside the service buyers' organization.
- 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.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <https://www.iso.org/obp>

3.1 Terms related to services in general

3.1.1

capacity management

process at the discretion of a service provider to forecast resource requirements to meet future demand for services

3.1.2

change management

process between a service buyer and service provider to control changes to the services

3.1.3

problem management

process to undertake root cause analysis and determine potential actions to prevent the occurrence or recurrence of service incidents, and to minimize the impact of service incidents that cannot be prevented.