

English Version

**Business support - Support services provided to small  
enterprises - Terminology, quality and performance**

Services aux entreprises - Services d'accompagnement et  
de conseil aux petites entreprises - Terminologie, qualité et  
performances du service

Business support - Support Services für Kleinunternehmen  
- Begriffe, Qualität und Ausführung

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## Foreword

This document (CEN/TS 99001:2008) has been prepared by Technical Committee CEN/TC 374 "Project Committee - Business Support Services", the secretariat of which is held by AFNOR.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association, and supports essential requirements of EU Directive(s).

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## Introduction

To be effective, the provision of business support services to small enterprises should be based upon a common understanding between the managers of small enterprises on the one hand and the service providers on the other hand.

If both parties use the same methods, in the same spirit, the quality of the services will be improved, as well as the ongoing development of the small enterprise.

In order to show to each party the needs, challenges and obligations which the other party faces in the process of the provision of a business support service, this document is presented, where appropriate, in two columns, the left column containing recommendations for the small enterprises (SE), and the right column containing requirements for the service providers (SP).

# 1 Scope

This Technical Specification establishes the general elements of a business support service of appropriate quality. The service should be tailored to the expectations of enterprises.

This Technical Specification specifies requirements on the business support service providers, as well as guidelines for enterprises, including self-employed persons. It focuses on the process of service provision rather than the nature or content of the service. It is not concerned with the internal organisation of either service providers or enterprises.

This Technical Specification can serve as a common reference for both enterprises and support service providers.

On the one hand, for service providers, it is intended to be:

- a reference tool for how to structure the services provided;
- a guideline for providing a service corresponding to actual needs and expectations;
- a guideline for improving the quality of the service.

It clarifies the type of information exchanged between service provider and service receiver, i.e. the enterprise.

On the other hand, it is intended to help the managers to detect and specify the needs of their enterprises and to get a suitable service by:

- expressing the needs of the enterprise;
- interacting with the service provider;
- choosing or seeking guidance on a suitable service provider;
- evaluating the service received in line with documented requirements and expectations.

This Technical Specification also contains some more detailed advice on drawing up contracts and placing orders. It is intended to be a practical tool for enterprises to choose and evaluate their support service providers.

This Technical Specification concerns all types of business support services, irrespective of the domain in question (commercial, financial, training, IT, legal, marketing, organisational, technical, general assistance, etc.), with the exception of facilities management described in EN 15221-1 and EN 15221-2 (see note). These services may be provided over extended or predefined periods (days, weeks or months), be performed by private or public organisations and be carried out within the framework of common business relations including direct payment of fees by the enterprise. It should be noted that, because the range of services offered by business support providers which fall within the scope of this document is very wide, not all possible elements of each support provision process are covered by this document.

This Technical Specification is not intended to serve as a basis for certification of the service providers.

**NOTE** Facilities management services according to EN 15221-1 and EN 15221-2: services that support the main activities of the enterprise in order to improve its effectiveness via the management and provision of appropriate support services. Facilities management services are services relating to space and infrastructure (e.g. energy management, cleaning, office arrangement renewal) and/or to persons and organisation (e.g. access control, fire extinguisher maintenance, security, catering, shipping of merchandise, archiving and storage).