



**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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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

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