



## Press Release

### New ANEC study investigates use of service standards by supervising authorities

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**Services are one of the main drivers of the European economy and account for around 70 percent of GDP. Standards can ensure the quality of services, but only if they exist and are used. Today, ANEC publishes a report on the use of service standards by authorities as a tool in market surveillance.**

Commissioned by ANEC, the Swedish Service Research Centre, Karlstad University, looked at how the development of service standards could be encouraged and how authorities approach the surveillance of services through standards.

Its [report](#) concludes with four recommendations:

1. Both authorities and standardisation bodies need to take account of the inherent special characteristics of services compared with products;
2. Further to this first recommendation, there are several elements that should be particularly considered when developing service standards and/or conducting the supervision of services;
3. Although standardisation bodies expect the voluntary participation of interested parties, more emphasis is needed in encouraging market surveillance authorities to participate in standardisation committees;
4. To strengthen the importance of service standards, the General Product Safety Directive<sup>1</sup> should be reviewed to consider including services under its umbrella.

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<sup>1</sup> Directive 2001/95/EC

## About ANEC

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ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 33 countries.

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.



***Raising standards for consumers***

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