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# networking



## CEN reflects on achievements of Secretary General Hermann W Ahls

*As this issue of networking was going to print we here at the CEN Management Centre in Brussels were hit with tragic news: our Secretary-General passed away on 18 September after a courageous fight against serious illness. We are deeply saddened by this news, and the cause of European Standardization loses a passionate campaigner.*

Hermann Ahls joined CEN in April 2005 and since that time has been a driving force in a number of important fields. Mr Ahls was keenly aware of the importance of standardization in diffusing innovations, and the corresponding importance of innovation as an engine of growth. This led to the publication of a position paper on innovation in spring 2007.

Always forward-looking, Mr Ahls was an important motivating force behind CEN's 'Strategy 2010' paper delineating our policies and goals, notably in regards to the Lisbon agenda, and making them actionable. This was supported by his keen business sense, which he used to focus on securing financing and developing market relevant products, helping CEN remain flexible and efficient. This, in turn, supported his work on the Future Landscape of European Standardization (FLES). The FLES was agreed upon this summer during the CEN and CENELEC General Assemblies in Cyprus, an accomplishment of which Mr Ahls was very proud. He recognized the importance of cooperation between the European Standardization Bodies, and raising the profile of the European Standardization System, at home and abroad.



Hermann W Ahls 1955-2007

One achievement for which he will be remembered at the CEN/CMC is the work he did with Human Resources and all 80 employees here to improve the working environment. His dedication to the cause of European Standardization was reflected in his respect for his staff. It was through his efforts, in concert with all of us, which resulted in CEN/CMC's successful audit in 2007, leading to EN ISO 9001 Certification.

Every year October is a month to recognize the contributions standards make in our daily lives. This is formalized on a global level by our partners ISO, IEC and ITU, the sponsors of 'World Standards Day' 14 October. And sadly, this October will also be a time for standardizers to reflect on the contributions of Hermann W Ahls. Many initiatives instigated by Mr Ahls are now bearing fruit, and it is a shame he will not be here to see them, but we are fortunate he has left CEN in such good shape. He is missed.

Gaston Michaud  
CEN Deputy Secretary-General

## Fighting back against fakes

*New CEN Workshop Agreement proposes strategies for combating production and trafficking of counterfeit goods.*

The number of counterfeit products manufactured in Europe as well as other parts of the world is on the rise. This endangers the health and well-being of consumers, distorts competition, works against the interests of legitimate producers and their intellectual property rights, and leads to losses in jobs and tax revenue. Counterfeiting also has a close inter-relationship with organized crime.

A CEN/ISSS Workshop 'Anti-Counterfeiting: Protocols for Detection of Counterfeits' seeks to define procedural steps for the detection of counterfeit goods and the provision of proof that enable

seizure of counterfeit goods and/or arrest of the perpetrators. The final step is providing powerful legal evidence to persuade a criminal court of the perpetrators guilty in creating and/or trading in those counterfeits.

This Workshop will kick-off 2 October at the CEN Meeting Centre in Brussels. It will begin a 14 month Work Programme which will result in a CEN Workshop Agreement (CWA) describing a framework for authentication and secure tracking of legitimate products. This CWA will cover methods used for authentication and traceability and the protocols for examination, thus making it possible

to use a universalized procedure to determine if an examined item is, or is not, a counterfeited one, both in the field and in court.

A CWA is a consensus document providing technical specifications and guidance material. It has low participation costs and a working process free from geographic restrictions. It can be renewed, or transformed into a formal European or International Standard.

For more information on the Workshop contact [barbara.gatti@cen.eu](mailto:barbara.gatti@cen.eu) or visit [www.cen.eu/issc/counterfeits](http://www.cen.eu/issc/counterfeits).



Counterfeit goods, such as these handbags, distort the marketplace

## Answering your questions about standardization

*CEN will host its 3<sup>rd</sup> StandarDays on 17 and 18 October*



Participants listen in at CEN StandarDays

CEN is continuing its efforts to provide people with the information they need to understand the process of European

standardization. Due to the great success of the first two StandarDays, which had a combined attendance of over 150

participants, CEN is organizing its third information session. The dates are 18 and 19 October, and the event will take place at the CEN Management Centre in Brussels. This event is for citizens, lawmakers, producers, students, individuals new to the field, and any other interested parties. Take the opportunity to learn about the CEN Standardization System, about how a standard is developed, how you can participate, and what other services and products CEN provides.

The first day consists of a general introduction to European Standardization. Informative and dynamic presentations from standardization professionals will explain the practicalities of standard-

ization. The second day consists of morning and afternoon sessions that will give more detailed information about topics that were introduced on the first day. Participants can attend one morning and one afternoon session, which include such topics as 'Shaping European Standards' – 'Get involved in the development of European standards' and 'European Standardization and your business – Starting new projects.'

Registration is free of charge and open to all interested parties. A limited number of places are available. They will be filled on a 'first come, first served' basis. For more information contact [infodesk@cen.eu](mailto:infodesk@cen.eu).

## Workshops on Smart House Services for elderly and disabled

The use of Smart House technology in houses for elderly and disabled people is quite new in many countries. The services related to the use of this technology are developing rapidly.

In depth analysis of this service area is needed, as well as an analysis of the need for standardization in this area. In order to identify this need, four feasibility workshops are organized within the project 'Smart House Services for Elderly and Disabled People'.

You are kindly invited to attend one of the workshops and discuss with other experts about the need for European standards development. The preliminary list below is intended as input for the discussions in the workshops. When you register for one of the meetings your

can prioritize three items you would like to discuss. You are also invited to inform the project management on relevant items missing in this list.

1. Terminology, typology, classification of (smart house) services – A common framework for describing services, such as: basis for contracts, agreements, prices, etc.
2. Quality and qualifications – Quality criteria for services, quality level descriptions, qualifications of personnel

(in particular of technology service providers).

3. Reliability aspects – Continuity of service, emergency plan, etc.
4. Service agreements – Principles for specifying service scope and level, service packages, service mediation, information, transparency, etc., including actions to be taken if expected service fails to be provided.
5. Service and technology – Criteria for technology development and adaptation as seen from the ergonomic

point of view of users of smart house technologies and related services.

6. Privacy aspects and data collection – Principles and rules relating to collection, storage, and use of information under privacy protection, in particular in relation to technological applications.
7. Organizational context for the provision of services – Basic requirements, general framework, billing, accounting, contract management, 'who needs what', 'who wants what', and 'who pays for what'.

Region	Country, city	Date feasibility workshop	National Standards Body, contact person	More information
East-Europe	Slovenia, Ljubljana	16 October 2007	SIST, Ms Patricija Doplihar	patricija.doplihar@sist.si
North-Europe	Norway, Oslo	18 October 2007	SN, Mr Håvard Hjulstad	HHj@standard.no
South-Europe	Italy, Milano	30 October 2007	UNI, Mr Ruggero Lensi	ruggero.lensi@uni.com
West-Europe	The Netherlands, Delft	5 November 2007	NEN, Ms Marceline Miséré	marceline.misere@nen.nl
Final workshop	Belgium, Brussels	11 December 2007	CEN, Ms Marceline Miséré	marceline.misere@nen.nl

## eHealth on the move

By Barbara Gatti

Information and Communications Technology (ICT) applications in the healthcare sector are diffusing rapidly. This raises interoperability concerns, both within and across sectors. Standardization can contribute efficiently to achieve a better level of interoperability. The European Commission is preparing a document on ehealth interoperability, which will be published at the end of 2007.

The three European Standardization Organizations CEN, CENELEC and ETSI, have been mandated by the European Commission to do some work in this domain, in collaboration with international standardization bodies and industry fora. In particular they should prepare a set of standards and guidelines on eHealth interoperability, with the aim to bridge different parts of the healthcare world. Their work should include compliance verification and conformance testing. CEN, CENELEC and ETSI have prepared a detailed work-programme and, as part of their promotional activities, will be present at the Conference 'World of Health IT' in Vienna on 22 - 25 October 2007.

Alongside the Technical Committee on Health Informatics, three new Work-



New technologies assist in the delivery of health care

shops started in 2007: Tissues and cells, electronic European Health Insurance Card (eEHIC) and Pharmaceutical compounding e-codification.

The Workshop 'Tissues and cells' aims to deliver specifications for a European system for coding of information and traceability of human tissues and cells. The draft version of the CEN Workshop Agreement (CWA) will be available for public comment in November 2007.

The eEHIC Workshop's main objective is to provide an overview and recommendations on existing and needed specifi-

cations for the future electronic European Health Insurance Card. The first overview was presented at the meeting on 13 September.

The Workshop on pharmaceutical compounding e-codification kicks-off on 2 October in Brussels. Results are expected for spring 2008.

Further information on the above activities is available on the CEN web site at [www.cen.eu/iss/ict-ehealth](http://www.cen.eu/iss/ict-ehealth).

## CEN says thank you, goodbye to Rapporteur Alain Mayer

*Standardization, and the field of Personal Protective Equipment (PPE) has been fortunate to have the expertise of Alain Mayer for a very long time. Unfortunately for us, yet happily for him, he is set to retire this fall.*



After 36 years in the field of standardization, Alain Mayer is set to retire this fall

Networking had the opportunity to sit down with him and get some of his thoughts and recollections on the state of the art, as well as learn a little bit more about this long-standing contributor to better health and safety for consumers. Mr Mayer describes PPE as "specific products to protect consumers against adverse effects on safety and health. It is the last line of defence! It is very important to have good personal protection to protect against other risks." We did not argue.

Mr Mayer has worked in standardization for 36 years and was more than happy

to use his long history to make some comments on how the standardization field has changed. He identified three periods. The first was prior to the New Approach, which he characterized it as being unfortunately slow and inefficient, in some cases taking 15-20 years to finalize a standard (!) This was due to the necessity of protracted discussions over technical points to be included in the standard. The real changes began in the years leading up to 1990, when the New Approach was set to come into force in

**Mr Mayer describes PPE as "specific products to protect consumers against adverse effects on safety and health."**

the PPE sector. This period was characterized by intense work under tough political and time pressures. There was much motivation, he said, but it was hard "for some experts to understand the New Approach and the need to use health

and safety regulations for development," he recalls. "However, after 2000 up to now, there is much revision of, and improvements to, standards." To ensure continuity in this endeavour Mr Mayer has prepared a document entitled 'CEN PPE Forum Guide for the drafting and revision of EN standards on PPE', which he crafted to maintain and improve the integrity of standards for the assurance of health and safety.

Now that he is set to enjoy his retirement Mr Mayer will have more time to indulge in his hobbies of hiking in the mountains, gardening, as well as to devote more time to the various associations he is involved with. But the first thing he says he will tackle is the long list of do-it-yourself projects around his house, for which he plans "to apply all relevant health and safety standards, especially in regards to Personal Protective Equipment." We never thought otherwise.

## HEARING AID SERVICES

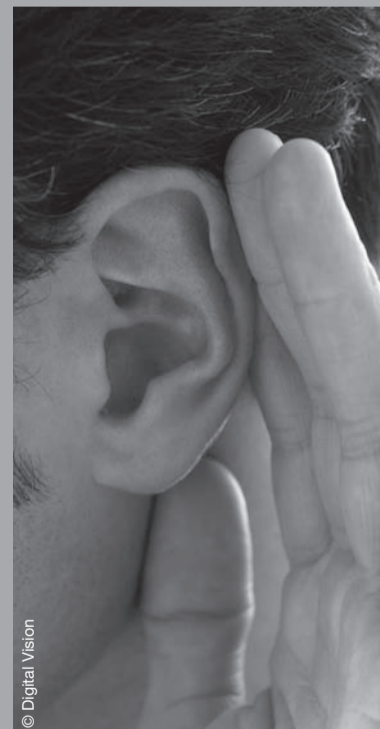
Task Force 200 'Hearing Aid Specialists Services' kick-off meeting will take place in Paris on 26 October 2007.

One of the consequences of the ageing of population in Europe is an increase in the demand for services of hearing aid specialists. The provision of quality services in this field is important to allow patients to benefit from best services all over Europe and, since poor quality services could have negative consequences on health, to protect consumers.

Taking into account the importance of services in this field, AFNOR (French National Standardization Body), with the collaboration of the Association of European Hearing Aid Acousticians (AEA), prepared a proposal to carry out standardization work in this field. This proposal was accepted by the CEN Technical Board which subsequently created Task Force 200 'Hearing aid specialists services'.

The Task Force will work on quality requirements and will specify service commitments for services of hearing aid specialists in relation to patient welcoming and information, patients follow-up, requirements on premises and on professional equipment, complementary services, patient satisfaction assessment, etc.

The kick-off meeting of this task force will take place in Paris on 26 October 2007. The meeting will be organized by AFNOR, which is also responsible for the Secretariat of the Task Force.



Hearing aid services will be fine-tuned for customer comfort and safety

For further information please contact Ms Maitane Olabarria Uzquiano, CEN Programme Manager for Services at [maitane.olabarria@cen.eu](mailto:maitane.olabarria@cen.eu).

## The CHESSS approach to service standardization

The CEN Horizontal European Service Standardization Strategy (CHESSS) is a European Commission and EFTA financed feasibility study in response to the Second Programming Mandate in the Field of Services (M/371). It is examining the feasibility of taking a generic (cross-sector) approach to service standardization. As part of a Europe-wide consultation exercise, CHESSS will deliver a series of 3 day workshops in London, Tallinn, Copenhagen and Madrid to collect feedback from leading players in all industries and sectors across the European Community. This will be an important opportunity for industry to contribute to the design of service standards that they may be required to meet in the future. These 'World Café' style workshops will be held on the following dates:

- London 2 - 4 October
- Tallinn 16 - 18 October
- Copenhagen 6 - 8 November
- Madrid 20 - 22 November

CHESSS is being undertaken by the National Standards Bodies of Spain (AENOR), United Kingdom (BSI), Germany (DIN), Denmark (DS), Estonia (EVS) and the Netherlands (NEN) and involves a programme of detailed research and interaction with stakeholders. Register for the World Cafés at [www.chesss.eu](http://www.chesss.eu) to have the opportunity to shape the directions and nature of future service standardization activity in Europe. For further information please contact the CHESSS Project Manager, Meenakshi Raman + 44 20 8996 6307 or [meenakshi.raman@chesss.eu](mailto:meenakshi.raman@chesss.eu).

## Aluminium standard raises the bar

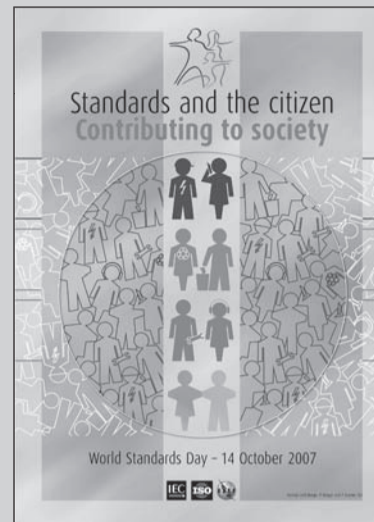


New edition of EN 573-3 applies to a wide variety of aluminium end products

Industry experts have recognized the important and urgent need for a European Standard dealing with the chemical composition of aluminium alloys and other forms of aluminium. A new edition of EN 573-3 Aluminium and aluminium alloys – Chemical composition and form of wrought products – Part 3: Chemical composition and form of products has recently been adopted that is applicable to many areas of the aluminium industry. It was initiated and supported by the aluminium industry with the aim of bringing the best information to its users. This standard gives the chemical composition of alloys series 1000, 2000, 3000, 4000,

5000, 6000, 7000 and 8000 and is intended for use by metallurgists and other experts. However, the key element of this standard is the inclusion of an Annex which, combined with tables of chemical composition, allows aluminium users to apply this standard to a wide variety of uses such as, screws, nuts and bolts, sheet metal, and foodstuff applications. This makes the standard of interest to a broad community including architects, designers, project managers and the general public. For more information check the AFNOR website for 'aluminum et alliages' or contact [michel.canton@alcon.com](mailto:michel.canton@alcon.com).

## NEWS IN BRIEF



### WORLD STANDARDS DAY

14 October 2007 is World Standards Day. The theme for this year's World Standards Day is 'Standards and the Citizen: Contributing to Society'. To mark this event the Enterprise and Industry Directorate-General will hold a one-day conference on 17th October 2007 on the same theme. The event will focus on the myriad benefits standard offer society. Speakers will include policy-makers, representatives of consumer associations, and representatives from CEN and other standardization organizations, among others.

### BUILDING BRIDGES BETWEEN BUSINESSES: INTEROPERABILITY INTERFACES

The CEN/ISSS e-Business Interoperability Forum will hold its third annual conference, focusing on 'Accelerating process improvement and innovation via e-Business standards' on 15 and 16 November 2007 in Utrecht, the Netherlands. The main thread for the conference links up with the actualities: Standards and Interoperability in 'e-Invoicing' and 'e-Procurement'.

This international conference is open to representatives from any interested company or organization that now or in future will get into contact with these business topics. Examples are IT vendors, end-users from industry, SMEs, and public administrations.

Participants will be informed and share experiences about opportunities, benefits, problems and solutions in e-business interoperability in Europe today.

Participation in the conference is free of charge, but requires pre-registration (available on line). The number of participants is limited. Early registration is advised.

For more information, please see [www.cen.eu/iss/eBIF\\_conference\\_2007](http://www.cen.eu/iss/eBIF_conference_2007) or contact [emmanuelle.ramaz@cen.eu](mailto:emmanuelle.ramaz@cen.eu).

### HEATING AND COMBUSTION CONFERENCE

The European Control Manufacturers Association (AFECOR) is holding its 5th Seminar for the International Heating and Combustion Industry 25 - 26 October 2007 in Berlin, Germany. The seminar will provide up-to-date information and a forum for discussions on: European energy and environmental policies; heating technologies; global trends in markets and standards; renewables and alternative heating. Simultaneous translation into English and German will be provided. For further information or to register contact [bürger@figawa.de](mailto:bürger@figawa.de).

### CEN AND CENELEC HARMONIZE MODELS OF COOPERATION

In their respective General assemblies this summer, CEN and CENELEC agreed to further harmonize their models of cooperation with third country or regional standardization bodies. The CEN/CENELEC Guide 'The concept of affiliation with CEN and CENELEC' has been approved and strategies and guidelines will be implemented. This is also the case with the CEN/CENELEC Guide "The concept of Partner Standardization Body of CEN and CENELEC. Implementation of the provisions is foreseen for the beginning of 2008. For more information contact [gaston.michaud@cen.eu](mailto:gaston.michaud@cen.eu).

### GREENING THE PROCESS: THE ENVIRONMENTAL FRAMEWORK

The CEN Environmental Helpdesk (CEN/EHD) helps CEN Technical Committees to integrate environmental concerns into the development of European standards. This assistance has taken the form of a 'toolbox' known as The Environmental Framework. It includes information, training, examples, and guidance issues to be considered when attempting to incorporate the complexities and nuances of environmental issues into European Standards. In accordance with the voluntary nature of standardization, Technical Committees can choose the tools that suit their needs when drafting standards.

The Framework currently stores information on environmental workshops and training, examples of standards that include environmental features, environmental guides and a checklist, as well as useful links to European environmental policy-related initiatives. The framework is available on-line at [www.cen.eu/sh/ehd](http://www.cen.eu/sh/ehd). For further information, contact the CEN Environmental Helpdesk at [cen.ehd@cen.eu](mailto:cen.ehd@cen.eu).