

SBS Survey

Involvement of SME associations
in standardisation and
their relationship with the
National Standards Bodies



2022



Small Business Standards (SBS) is the association representing and defending Small and Medium-sized Enterprises (SMEs) interests in the standardisation system at the European and international levels. Its 21 members are national and European sectoral and inter-professional associations representing SMEs in 32 European countries.

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This document summarises the results of a survey carried out by Small Business Standards. The European Union and EFTA are not responsible for any use that may be made of the information it contains.

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1. Introduction

Standards are becoming more and more important with the digital and green transformation. However, Standards do not appear on their own – they have to be proposed, written, negotiated, agreed and rewritten to keep them up to date.

Small Business Standards (SBS), the European non-profit association representing small and medium-sized enterprises (SME) in European and international standardisation was established in 2013. Its objectives are to represent the interests of European SMEs in the standardisation process, to raise their awareness about standardisation, facilitate the uptake of standards among SMEs and to motivate them to engage in the standardisation process.

SMEs are a key part of the European economy; they create growth, employment and new jobs. In the EU's private sector alone, SMEs account for two-thirds of all jobs. The European economy is undergoing unprecedented transformations. The European Commission has put the green and digital transitions on top of the political agenda as the two trends that will shape Europe and its future. Standards are important enablers of this digital and green transformation. Moreover, the success in achieving these EU objectives requires the involvement of SMEs.

SMEs often hesitate to take part in the standardisation process and their participation is low relative to their importance within the economy. This is to a big extent due to the lack of resources and knowledge about the standardisation process. This is also why SMEs tend to rely more than large companies on business associations to represent their interest in standardisation. The role of SME associations is key to bridge the gap between SMEs and standardisation and represent the collective interests of SMEs.

Therefore, SBS wanted to have a better insight into the current knowledge of SME associations on standardisation and their relationship with the National Standards Bodies (NSBs). This concerns the involvement of SME associations in the work of the NSBs, the support offered to SMEs/SME associations by the National Standard Bodies and the national governments to get further involved in standardisation as well as how SME associations interact with their respective NSBs.

In view of this, SBS launched a questionnaire in the second half of 2022 addressed to SME associations to have a better insight into the current knowledge of SME associations about the national standardisation system and their relationship with the National Standards Bodies (NSBs).

Although the results cannot be described as fully representative, they give an indication of the challenges and difficulties faced and the recommendations of this report can be used as basis for establishing recommendations that can support the further involvement of SMEs and SME associations in standardisation at the national level.

The outcome of the study will be used in SBS' contacts with the NSBs and to feed into the implementation of the [EU Standardisation Strategy](#)¹ published early in 2022 by the European Commission. The strategy foresees the launch of a peer review between Member States and

¹ [COM \(2022\) 31](#), An EU Strategy on Standardisation - Setting global standards in support of a resilient, green and digital EU single market, 2.2.2022.

national standards bodies to identify where SME participation at the national level could be improved. The results of the survey and the recommendations of the report also aim at contributing to this process.

2. Methodology

The questionnaire was drafted by SBS in English and translated into French, German, Italian and Spanish (Annex 1). The survey was published in October 2022 and was open for a month. The questionnaire was simple and quick to fill in - so that it was not too time-consuming for SME associations to participate. In the introduction, the context of the survey was explained, how the results would be used and the importance of the participation in the collection of information to get a good overview on the situation in the different countries.

Besides disseminating the survey among the members of SBS and SMEUnited, the association of crafts and SMEs in Europe member of SBS, the survey was also distributed through the Enterprise Europe Network (EEN) and the CEN-CENELEC SME Working Group. The survey was published on the SBS website and promoted on the different social media channels of SBS and SMEUnited.

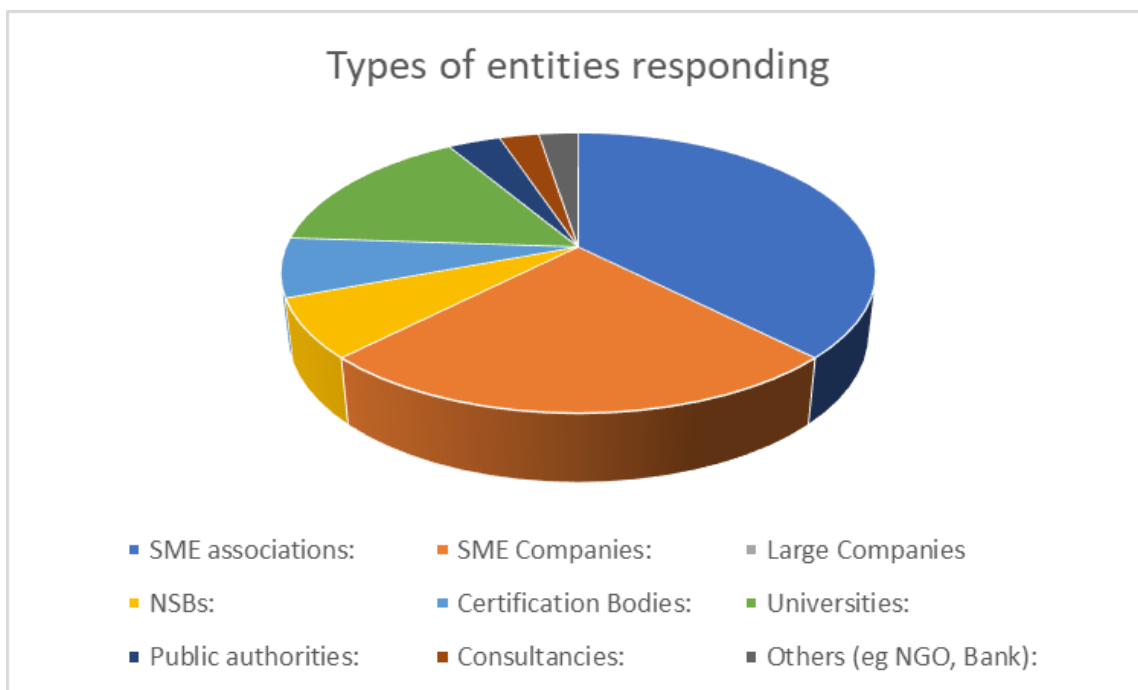
Once the contributions had been collected, SBS analysed the information received. The survey was targeting horizontal and sectoral SME associations at national and regional level, however SBS received quite a few answers from other entities. The evaluation mainly focused on the information received from the SME associations and to a certain extent also from SMEs. The answers from other entities (bigger companies, certification bodies etc) were not included in the analysis since this was not the main target audience for this survey.

Based on the analysis of the answers and the comparison of the results of the questionnaire, SBS summarised the information received during the survey. The conclusions reached also contain a series of recommendations addressed to the NSBs as well as Member states, which will also be useful for the several and different stakeholders interested.

3. Overview of responses

In total, 121 answers were submitted of which 4 were doubles. This means that 117 organisations answered the survey.

The answers came from 13 different countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, France, Germany, Italy, Luxemburg, Netherlands, Poland, Spain, UK.



Although the survey was targeting horizontal and sectoral SME associations at the national and regional levels, SBS received quite a few answers from other entities. This is an overview of the different entities which responded to the survey:

SME associations:	44
SME Companies:	29
Large companies:	4
NSBs (false identification):	8*
Certification Bodies:	8
Universities:	18
Public authorities:	4
Consultancies:	3
Others (e.g., NGO, bank):	3

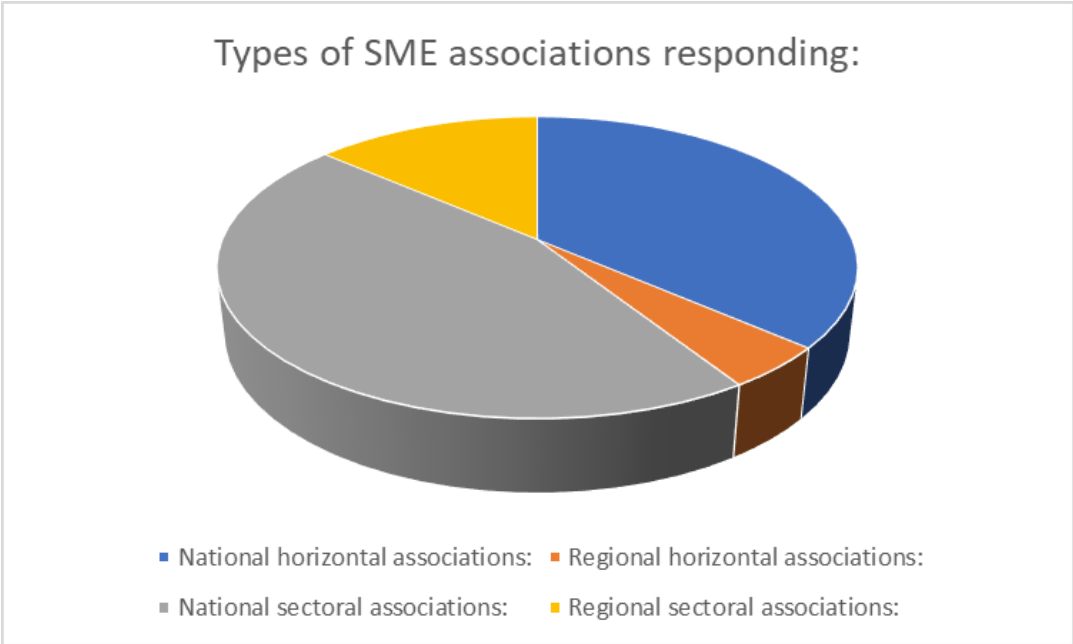
This report will however focus on the results of the survey among the SME associations and small and medium-sized enterprises (SME), which were the main target of the survey.

* The questionnaire, addressed to SME associations, offered different answers concerning the type of association (National horizontal SME organisation, National sectoral SME organisation, regional horizontal SME organisation, regional sectoral SME organisation, Other, please specify). Some entities, which were not an SME organisation, identified themselves wrongly as National Standards Bodies (NSB).

The majority of the answers came from national horizontal and national sectoral associations and to a lesser extent from regional horizontal and regional sectoral associations.

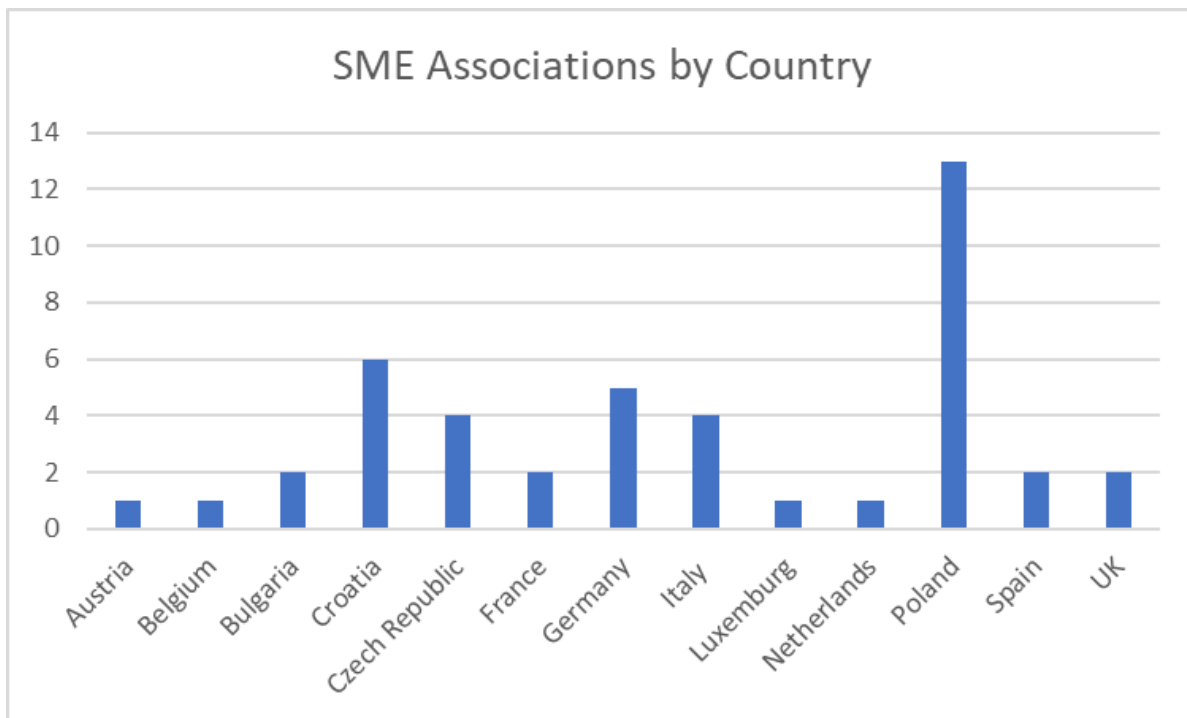
The answers from SME associations according to type showed the following distribution:

National horizontal associations:	16
Regional horizontal associations:	2
National sectoral associations:	20
Regional sectoral associations:	6



The answers from SME associations according to country showed the following distribution.

Austria (1), Belgium (1), Bulgaria (2), Croatia (6), Czech Republic (4), France (2), Germany (5), Italy (4), Luxemburg (1), Netherlands (1), Poland (13), Spain (2), UK (2).



3.1. Relation with National Standards Bodies

Out of the 44 SME associations answering the survey 85% (38) stated that they were in contact with their National Standardisation Bodies. This included receiving general information, like newsletters or press releases, participation in a specific SME working group / stakeholder group or regular bi-lateral meetings. Of those associations which were in contact:

- 84% (32) stated that they participate in a group of stakeholders or specific Technical Committees;
- 55% (21) receive general information;
- 34% (13) participate in a specific SME WG;
- 13% (5) have regular bi-lateral meetings.

Those which were not in contact with the NSBs stated that this was because:

- they did not know the NSBs 33.3% (2)
- standardisation was of no interest for them 16.6% (1) or,
- they lacked financial resources 16.6% (1) and involvement requires payment to the NSBs.

Two of them did not give a reason.

Out of the 38 associations in contact with the NSBs, 84% (32) were involved in standardisation work in Technical Committees either through a staff member, an expert linked to the association, a member association or an SME which is a member of the association.

From the 6 associations, which were in contact with the NSB but not involved in a Technical Committee, 83% (5) stated they did not know how to get involved and 66.6% (4) answered that they lack financial and / or human resources. 33.3% (2) of the associations mentioned

other reasons that they encountered obstacles from the side of the NSB. Multiple answers were possible.

3.2. Special Conditions for SMEs

In the survey, SBS asked the SME associations about specific efforts and special conditions offered by the NSBs to SMEs or SME associations to promote their participation and access to the standardisation work.

The following examples of special conditions were indicated in the questionnaire: dedicated part on the website of the NSB, specific training for SMEs / SME associations, free access or reduced fees for SMEs to participate in Technical Committees and working groups, special rates for SMEs for purchasing standards, free access to draft standards, free access to mandatory and harmonised standards, abstracts of standards freely available on the NSB website, translation of draft standards into the national language or translation of the final standards into the national language.

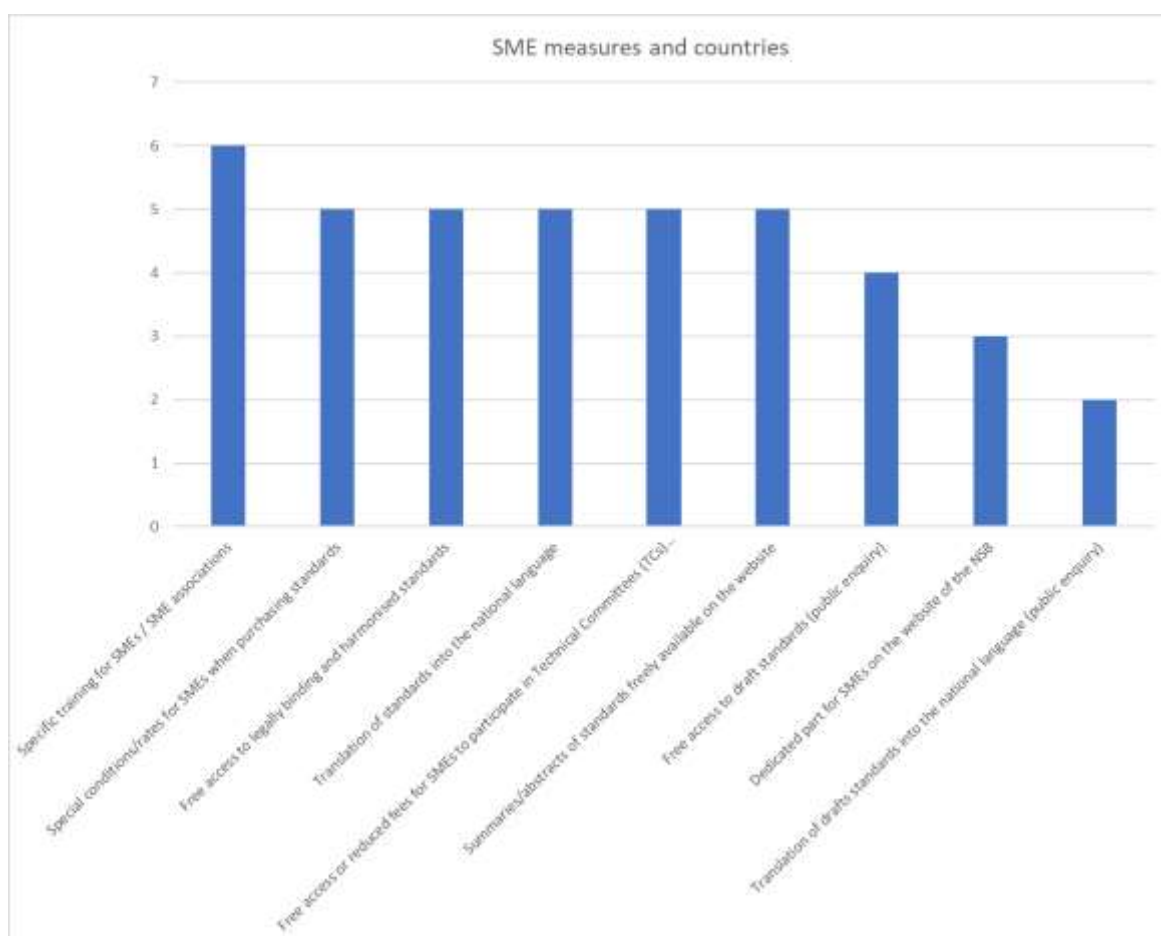
The responses of the SME associations were very diverse. While some mentioned a concrete measure, others only indicated the existence without giving more information. 38% of the SME associations indicate they do not know about any special conditions, and some did not answer the question at all. Some answers from the same country were also contradictory, one saying ‘no measures exist’ while another SME association listed a concrete measure.

Moreover, the fact that some measures were not mentioned in relation to some countries does not mean they are not in place. For example, while it was not mentioned that Austrian Standards provides abstracts/summaries of standards for free, we are aware that this is actually the case. This shows that there is a lack of knowledge on existing measures and possibly not enough promotion for these measures towards SMEs and SME associations. Finding relevant information on these measures through the main page of the National Standards Bodies is also often not very straight forward.

List of measures and countries in relation to which they were mentioned

Specific SME measures	Countries
Specific training for SMEs / SME associations	Belgium, Bulgaria, Germany, Italy, Poland, Spain
Special conditions/rates for SMEs when purchasing standards	Austria, Germany, Italy, Netherlands, Spain
Free access to legally binding and harmonised standards	Austria, Belgium, Italy, Spain, UK
Translation of standards into the national language	Austria, Belgium, Czech Republic, Italy, Spain

Free access or reduced fees for SMEs to participate in Technical Committees (TCs) and working groups (WGs) ²	France, Belgium, Italy, The Netherlands, Spain
Summaries/abstracts of standards freely available on the website	Belgium, Bulgaria, Czech Republic, Spain
Free access to draft standards (public enquiry)	Germany, Italy, Spain, UK
Dedicated part for SMEs on the website of the NSB	Germany, Poland, Spain
Translation of drafts standards into the national language (public enquiry)	Poland, Spain



List of countries where specific measures were mentioned

Country	Specific SME conditions
Austria	Special conditions for SMEs when purchasing standards Free access to legally binding and harmonised standards Translation of standards into the national language

² In relation to Italy it was also mentioned that there was a special rate fee (membership), around 30% discount for participation to activities of NSBs reserved to members.

Belgium	<p>Specific training for SMEs / SME associations</p> <p>Free access or reduced fees for SMEs to participate in Technical Committees (TCs) and working groups (WGs)</p> <p>Abstracts of standards freely available on the website</p> <p>Translation of final standards into the national language(s)</p>
Bulgaria	<p>Specific training for SMEs / SME associations</p> <p>Abstracts of standards freely available on the website</p>
Czech Republic	<p>Abstracts of standards freely available on the website</p> <p>Translation of final standards into the national language(s)</p>
France	<p>Free access or reduced fees to participate in Technical Committees and Working Groups</p>
Germany	<p>Dedicated part for SMEs on the website of the NSB</p> <p>Specific training for SMEs / SME associations</p> <p>Special rates for SMEs for purchasing standards</p> <p>Free access to draft standards</p>
Italy	<p>Specific training for SMEs/SME associations</p> <p>Free access or reduced rates for SME participation in Technical Committees and Working Groups</p> <p>Special rate for annual fee (membership), around 30% discount (participation to activities of NSBs reserved to members)</p> <p>Translation of standards into Italian once they come into force</p> <p>Special rates for SMEs for purchasing standards</p> <p>Free access to draft standards</p> <p>Free access to mandatory and harmonised standards</p> <p>Specific training for SMEs / SME associations</p>
Luxembourg	<p>No specific conditions</p>
Netherlands	<p>Reduced fee for SMEs / SME associations</p> <p>Special rates for purchasing standards</p> <p>Free access or reduced fees for SMEs to participate in Technical Committees and working groups</p>
Poland	<p>Dedicated part for SMEs on the website of the NSB</p> <p>Specific training for SMEs / SME associations</p> <p>Translation of drafts standards into the national language</p>
Spain	<p>Specific training for SMEs/SME associations</p> <p>Free access to draft standards and standards in public enquiry</p> <p>Translation of draft standards/standards in public enquiry into national language(s)</p> <p>Translation of the final version of the standard into national language(s)</p> <p>Dedicated SME pages on the NSB website</p> <p>Free access or reduced rates for SMEs to participate in Technical Committees and their working groups</p> <p>Special prices for SMEs on the purchase of standards</p> <p>Free access to mandatory and harmonised standards</p>

	Summaries/extracts of standards available free of charge on the NSB website
UK	Free access to draft standards Free access to mandatory and harmonised standards

3.3 Online Platform of the NSBs

The question on the existence of an online platform, where draft standards under enquiry can be consulted and comments can be submitted, was only answered by 50% (22) of the associations. While for 7 countries a concrete website was mentioned, in 2 cases was not the online platform where standards under enquiry could be consulted and commented, but rather the general website of the standards institute or a website with general information for SMEs. 3 respondents only indicated the existence, 1 indicated it did not know and in 2 cases it was answered that no website exists. For one country there was no answer to the question. Only the platforms put in place by the standards bodies of Belgium, Germany and the Netherlands were rightly identified. It has to be pointed out though that in some cases these platforms are not always kept up to date.

Below there is a summary of the answers received. This should not be taken as an indication of whether an online platform to consult standards under enquiry exists since, in some cases, although the platform was not identified by the respondents, a platform does exist (e.g. Spain, Austria). This shows that the existing platforms that allow for the public commenting of draft standards are not known to the SME associations and that therefore more should be done to promote their existence and the possibility for SMEs and SME associations to comment on draft standards through these platforms.

Country	Platform
Austria	No
Belgium	https://www.nbn.be/data/platform/r/public-enquiry/home?p_lang=en
Bulgaria	Not known
Croatia	HRN4You - Repozitorij hrvatskih norma: https://repozitorij.hzn.hr/
Czech Republic	diskuzní databáze TNK (https://www.agentura-cas.cz/wp-content/uploads/2020/04/manual_pro_cleny_tnk_2010_1.pdf manual how to comment)
Czech Republic	https://www.agentura-cas.cz/prostor-pro-experty/centra-technicke-normalizace-zpracovatele/
France	No indication
Germany	https://www.din.de/de/mitwirken/entwuerfe

Italy	Yes, no address indicated (Dedicated that part for SMEs on the UNI website is not anymore updated, CEI web has a dedicated page for SMEs)
Luxembourg	No
Netherlands	https://www.normontwerpen.nen.nl/
Poland	https://pzn.pkn.pl/pzn-share/page/ (log-in required)
Spain	Yes platform exists, but no comments can be sent
UK	Yes

3.4. Support by the National Governments

The questionnaire also asked whether the national or regional government offered financial or other support to foster the participation of SMEs and / or SME associations in the standardisation process at the national, European or international level. The responses of the SME associations were very diverse. While some mentioned a concrete measure, other only indicated the existence without giving more information, some indicated they do not know, and some did not answer the question at all. For some countries contradictory answers were given. Below there is a summary of the answers received. It can be concluded that in general there does not seem to be specific government programmes or incentives to support SME and SME association participation in standardisation or at least these are not widely known.

Country	Support measure(s)
Austria	No support
Belgium	yes, financial support for reduced membership fee
Bulgaria	No support
Croatia	No support
Czech Republic	Financial support: support programmes where it is possible to draw funding for certification and testing of products and processes according to European standards
France	Financial support from the Research Tax Credit https://bofip.impots.gouv.fr/bofip/6507-PGP.html/identifiant%3DBOI-BIC-RICI-10-10-20-5020160706 The website to the link indicated in the questionnaire is no longer available. Information on tax credits linked to standardisation can be found on the website below: https://bofip.impots.gouv.fr/bofip/6507-PGP.html/identifiant%3DBOI-BIC-RICI-10-10-20-50-20160706
Germany	Financial support https://www.bmwk.de/Redaktion/DE/Publikationen/Technologie/wipano.html
Italy	No support
Luxembourg	No support

Netherlands	No Support
Poland	Yes
UK	No support

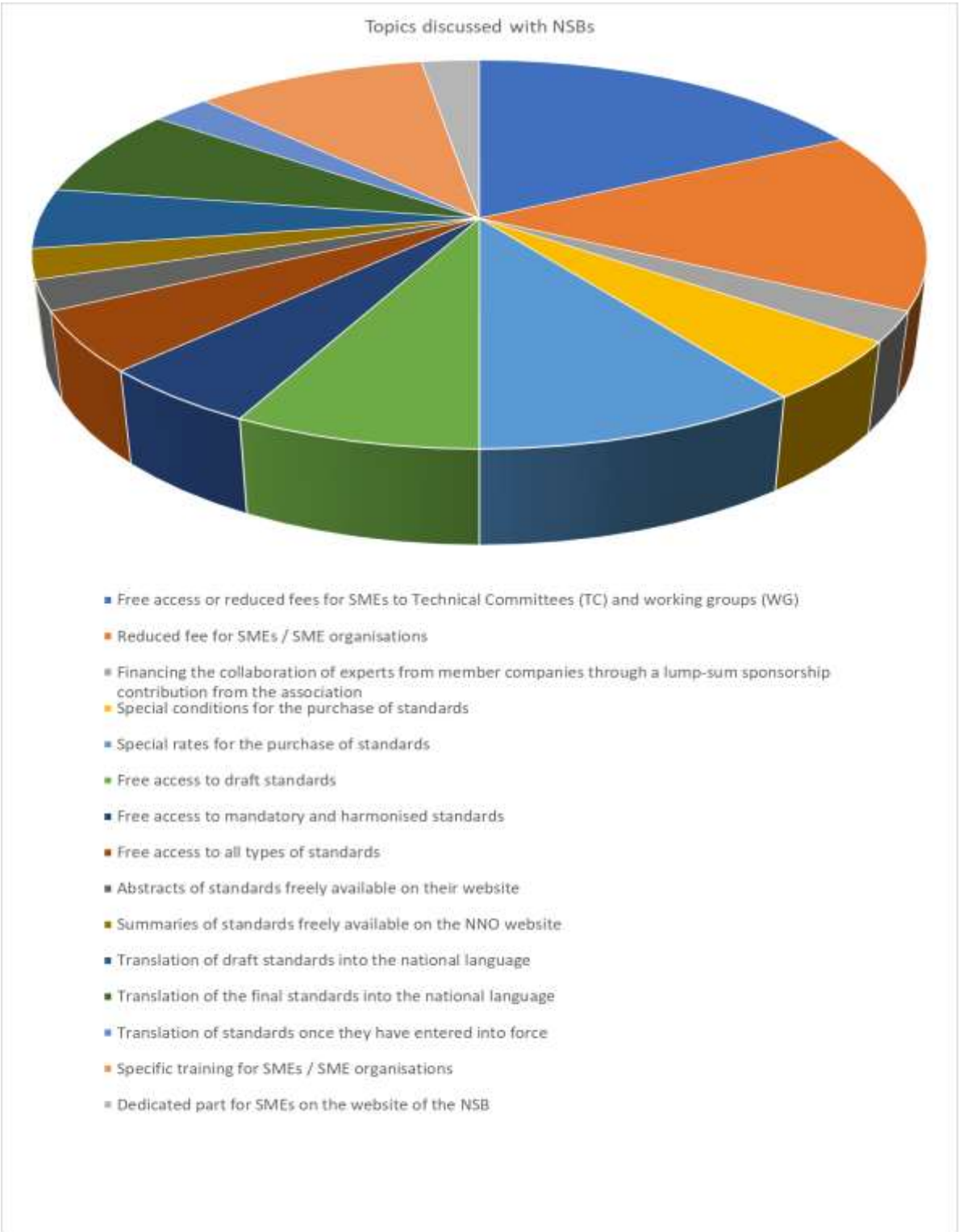
3.5. Topics discussed with NSBs

The SME associations were asked if they had ever discussed special conditions for SMEs and SME associations with their NSBs.

15 associations stated that they did not discuss with their NSB and 13 said that they did not know about any discussion. A horizontal association from Bulgaria answered that this discussion was done by the sectoral associations.

The associations which indicated that they discussed with their NSB mentioned the following topics of discussion.

Overview on topics discussed with NSBs



Free access or reduced fees for SMEs / SME associations to Technical Committees (TC) and working groups (WG)	Austria Belgium Czech Republic Germany France Italy Poland UK
Special rates for the purchase of standards	France UK Poland Italy
Specific training for SMEs / SME associations	Belgium Germany Italy Poland
Free access to draft standards	Germany Italy Poland
Translation of the final standards into the national language	France Belgium Poland
Free access to mandatory and harmonised standards	Germany Italy
Free access to all types of standards	Italy Poland
Translation of draft standards into the national language	Italy Czech Republic
Special conditions for the purchase of standards	Germany Italy
Financing the collaboration of experts from member companies through a lump-sum sponsorship contribution from the association	Germany
Translation of standards once they have entered into force	Italy
Abstracts of standards freely available on their website	Belgium
Summaries of standards freely available on the NSB website	Germany
Dedicated part for SMEs on the website of the NSB	Italy

The results of the survey showed that the most discussed issues have to do with reduced fees or free access for SMEs and SME associations to technical committees and working groups followed by the availability of special rates for SMEs to purchase standards and the availability of training. The question of access to draft standards and the translation into the national language are also important points for discussion. Both could boost the participation of SMEs in the national standardisation work. To improve the uptake of standards the access to draft standards, mandatory and harmonised standards for free or with a special rate for SMEs and SME associations is also discussed by the SME associations with the NSBs. In 4 countries targeted information and specific training to inform SMEs and SME associations about the

existing possibilities to get involved in standardisation had been discussed. In one country, there is a demand for a special SME part on the NSBs' website,

4. Recommendations for an Improvement of the National Standardisation System by SME associations

Some of the SME associations made concrete proposals to increase and improve the engagements of SMEs and SME associations at the national level.

They asked for more marketing and visibility of NSB, more information for entrepreneurs on standardisation, sector-specific information and information on the benefits that businesses can get from standardisation. One way to do this would be to collect stories and case studies of SMEs involved in standardisation (what is their motivation / ambition and what are the results) and promote these stories among SMEs.

Requests for training for SMEs were also made. One proposal was to create a specific training programme on standard in collaboration with specialised training companies in several modules: a general module, valid for all sectors, and specific modules for each sector. This could be accompanied by a communication and awareness-raising campaign.

Besides the general training for SMEs and SME associations on standardisation, specific training for SME experts about the work in TCs and WGs was suggested since it is important that SME experts have a good understanding of the process used in standardisation and when and how to have an influence on this process. One of the respondents asked for a revision of the standardisation process to increase simplicity in the management of the committees and to the texts for drafters and readers. It was pointed out that often form prevailed over making the content of standards more understandable and straight forward. Another respondent said it would be useful to provide a way, with a proactive role of NSBs, to identify in advance the Committees and Working Groups of strategic importance for specific sectors and SMEs.

Concerning the concrete involvement of SMEs, it was suggested that the NSBs should offer support for the representative SME associations (easier access, financial conditions, communication, involvement, training of experts etc.), because most of the SMEs would only get involved in standardisation via their SME associations. In this context, the free access or reduced fees for SMEs and SME associations to participate in Technical Committees (TCs) and working groups (WGs) was also mentioned. One comment asked to better consider the SME perspective in working groups and a more balanced representation of SME associations taking into account their representativeness.

Financial support for the participation and the work of SME experts was another request, which was also addressed to the national governments. One suggestion was that the SME association could pay a lump sum to the NSB to gain access for SME experts. Another

association suggested simplifying the access by giving SME associations the possibility to finance the experts' participation, a model similar to the SBS one.

Better access to draft standards for SME associations and their member companies or even free access to draft standards was mentioned. With regard of purchasing costs for SMEs for all types of standards and especially harmonised and mandatory standards a reduction or free access was proposed. This seems to be already in place in some countries. Costs, although not the only one, are still a barrier for small businesses.

Finally, the translation of draft, especially harmonised standards during the standardisation process, and final standards into the national language was mentioned as an important factor for SMEs.

5. Evaluations of Questionnaires Answered by Companies

5.1. General remarks

Companies were not the intended target of the survey, however, SBS received 33 questionnaires filled in by companies of which 29 were SMEs and 4 were larger companies. All 33 answers were taken into consideration comparing the answers from SMEs with those of the larger companies.

The answers came from 7 countries in total with a high percentage from Poland. However, even if not taking into consideration the answers coming from Polish companies the results of the replies from companies would be very similar.

Since the survey was not intended to be answered by companies this option did not appear in the questionnaire. Therefore, many companies identified themselves falsely as 'SME association'. The incorrect classification of the responding entity needed to be corrected manually.

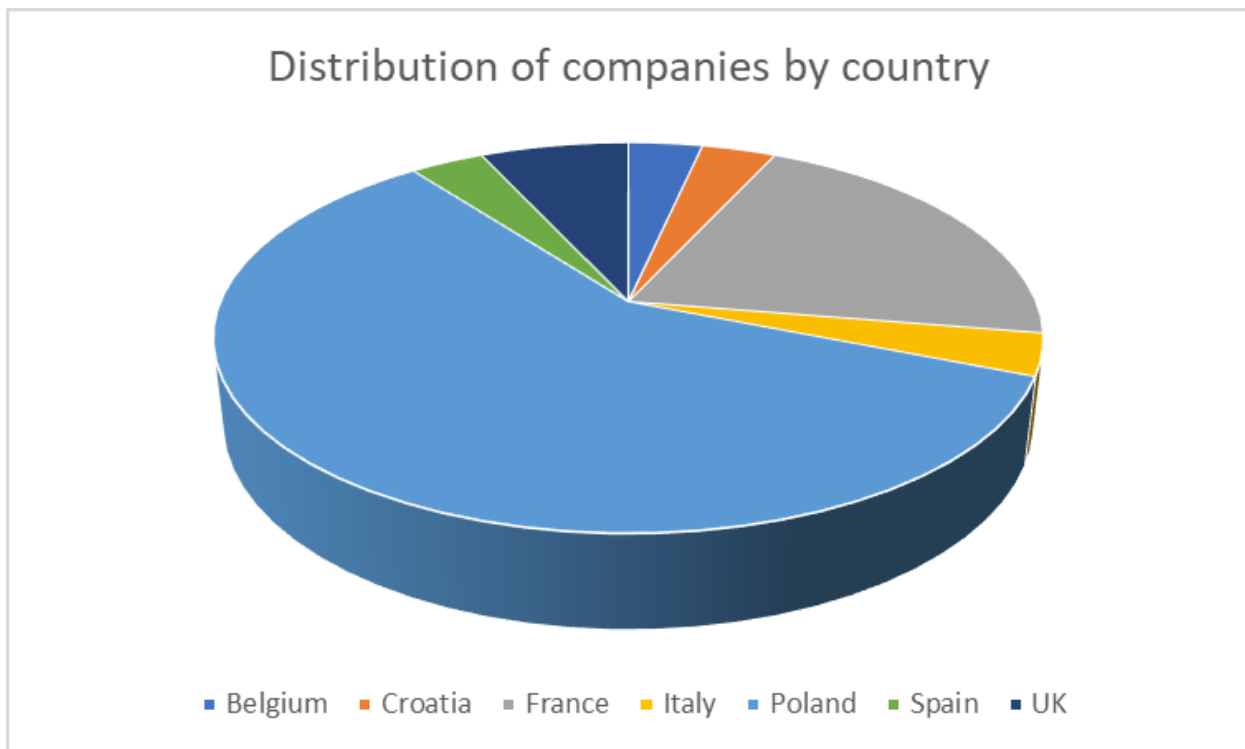
The companies did not always answer all questions and in some cases multiple answers were possible. In a large number of cases, the answer was 'I do not know'. In several cases, the answers coming from the same country were contradictory, which is an indication that companies were not well informed about existing sources of information, support measures etc.

The evaluation of the questionnaires answered by companies might allow some hypothesis which would however have to be verified in a separate survey.

5.2. Overview of company responses

As mentioned above, 29 answers were received from SMEs in 7 countries and 4 from larger companies. The majority of answers came from companies based in Poland. The distribution of SMEs by country can be found below:

Belgium	1
Croatia	1
France	6
Italy	1
Poland	17
Spain	1
UK	2



Since it is not known how the questionnaire was distributed it might be that especially companies were targeted which are already somehow involved in standardisation.

When asked if they were in contact with the NSB, 62% of the SMEs (23 out of 29) answered yes while all the 4 large companies answered yes. 13.7% of SMEs (4) answered they were not in contact with the NSB and 6.8% (2) said they did not know.

According to their answers:

- 51% (15) SMEs participate in a stakeholder group or a specific Technical Committee

- 39% (7) receive general information, newsletter etc.
- 5% (1 SME) also participated in a specific SME working group of the NSB.

The 13.7% (4) of SMEs which were not in contact with the NSB stated that they did not have the human and/or financial resources 6.8% (2) to get involved, they did not know them 3.4% (1) or standardisation is of no interest to them 3.4% (1).

Of the large companies, 75% (3) participated in a stakeholder group or a specific Technical Committee and one participates in a specific SME working group. This large company indicated the participation in the SME WG through an SME (most likely a subsidiary or smaller entity controlled by the big company). This highlights the importance of ensuring that NSBs also consider a proper definition of small and medium-size businesses when creating and developing specific SME groups or initiatives.

Concerning their involvement in a Technical Committee the 23 SMEs, which were in contact with the NSB, indicated the following (multiple answers possible):

- 15 SMEs through a staff member,
- 6 through an association,
- 4 through another SME which is member of an association,
- 1 through an expert linked to them.

20.6% (6) SMEs answered that they were not involved, and 6.8% (2) SMEs did not know. As their reasons for not participating in a Technical Committee, they stated not to know the NSB (2), they did not know how to get involved (1) and they did not have the financial and/or human resources. The other SMEs did not give a reason why they were not involved in a Technical Committee.

While SMEs were involved in a Technical Committee, none of them is member of the management structures of the NSB or participates in the NSB decision-making on standardisation policy. One of the larger companies is said to be involved in the NSB decision-making on standardisation policy.

Asked about specific efforts of the NSB or special conditions offered to SMEs, only one SME knew about a dedicated part on the website, one about specific training offered for SMEs and one about the translation of the final standards in the national language, while 8 SMEs answered that there were no specific efforts or offers from the NSB (27%) and 14 of the 29 SMEs (48%) stated that they did not know. One large company knew about special rates for SMEs for purchasing standards and one about abstracts freely available on the website.

When asked about the existence of an online platform where the draft standards under enquiry can be consulted and commented upon 62% (18) SMEs answered 'yes', 3.4% (1) answered 'no' and 10.3% (3) said they did not know and 13.7% (4) did not answer the question. Of the large companies 50% of them knew about the online platform, while the 50% did not know. However, even if the companies claimed to know about a platform a majority did not indicate a web address or did only mention the general address of the NSB.

The answer to the question concerning any support by the national or regional government revealed that the SMEs as well as the large companies either claimed that there were no support measures or they did not know about them. Those entities confirming the existence did not specify which ones.

Even though many of the companies were involved in a Technical Committee they seemed to have only limited information about the services of the NSB or available support for SMEs. This can be also deduced from some answers in which companies answered they participate in a Technical Committee but stated on the other hand that they have no contact to the NSB.

5.3. Suggestions for Improvement made by SMEs

Five SMEs made suggestions for better involvement of SMEs and SME associations in the national standardisation process. None of the large companies made any suggestions.

A suggestion was made concerning the awareness level and the visibility of the NSBs. It was proposed to raise the presence in the media and at industry exhibitions. It was suggested to improve communication, especially about offers for SMEs to get engaged in standardisation. The need to ensure the diversity of the stakeholders involved was also mentioned.

In this context, more transparency concerning cooperation between the different stakeholders was mentioned. It would be appreciated to make the access simpler and to have a special contact person for SMEs in the NSBs. Apparently, the fact that on the CEN CENELEC website there is a list of contacts at the national level (<https://www.cencenelec.eu/get-involved/small-and-medium-enterprises-smes/smes-and-standards/local-support-for-smes/>) does not seem to be broadly known at national level.

Another suggestion made was specific training for SMEs and SME associations. However, from the experience of the past, it is often difficult to raise sufficient interest in training offers.

Several suggestions concerned financial support for the participation in standardisation, either for the participation in Technical Committees as such, for travel expenses or for the hours dedicated by SME experts to the development of standards. In an answer coming from the UK, it was mentioned that financial support had existed but no longer did. It was highlighted that offering the possibility to participate virtually in meetings of the Technical Committees and working groups facilitates SMEs' attendance.

Financial support for SMEs could also be offered through special rates for purchasing standards. In case of changes to a standard, it was suggested to publish the content as a single document, not as a basic standard and changes (amendment 1) A1, A2, A12 etc. and enabling the purchase of the publication with the introduced change on preferential terms for the person who bought the basic standard.

The question of translation of draft standards as well as final standards also seemed to be an important point for SMEs.

6. Conclusions

Together with craft companies, SMEs make up 99,8 % of all business in the EU. Yet SMEs do not always have a strong enough voice in ensuring their needs are considered in the standardisation process. If SMEs are not sufficiently represented in discussing, writing and updating standards, their needs might not be taken into account. The final standard might even place unnecessary or inappropriate requirements on them.

SMEs, much more often than bigger companies, use their SME associations to get informed on relevant topics, also in relation to standardisation, since often they do not have enough resources and knowledge to get involved directly. SME associations have an important role to play in bridging the gap between SMEs and standardisation. Therefore, it was important to look at the relationship of SME associations with their National Standards Bodies to see if the relationship exists, is sufficiently close, and if there is room for improvement. The questionnaire also tried to gather information on the demands addressed to the NSBs coming from the SME associations and which of those demands are realistic and could be implemented. It turned out that although they were not targeted by the survey, the small companies raised similar issues as mentioned by the SME associations.

The results of the survey indicate that the improvement of the relationship between NSBs, SME association and SMEs needs to be tackled at all levels (awareness, participation in the development process, access to standards...).

1. Lack of information and transparency

There appears to be a lack of visibility concerning the NSBs, transparency as well as information on how SMEs can get involved. While 85% of the SME association stated that they were in contact with their NSBs only 34% participate in a specific SME working group and only 13% have regular bi-lateral meetings.

Of those SME organisations, which were not in contact with the NSBs and gave a reason, 50% stated that this was because they did not know the NSBs, 25% said that they lacked financial resources, and the involvement requires payment to the NSBs and 25% replied that standardisation was of no interest for them.

38% of the SME associations were not aware of any specific measures to support participation and information for SMEs. 62% of SME associations were aware and could mention some measures to support SME involvement in standardisation. However, it was visible that there is a significant difference in knowledge and information among the SME associations. In addition, in some countries, more measures exist but they are not known and have not been indicated by any of the associations. Only 11% of SME associations and 3% of SMEs mentioned that the NSB offers a dedicated part for SMEs on its website.

On the question about an online platform, where draft standards under enquiry can be consulted and commented, for only 6 of the 13 countries (46%) a website was mentioned. However, only the Belgian, German and Dutch platforms were correctly identified. For 25%

(3) countries it was mentioned that the website exists but without giving a link, for 16% (2) countries there was no indication and for another 16% (2) countries the given answer was 'no' while the website exists. This shows clearly that online platforms to provide comments on standards under enquiry are not widely known. Unfortunately, in some cases, they are not fully up to date. The means for SMEs and SME associations to get involved, including this one should be more widely promoted.

The visibility could be improved through a more proactive approach towards SME associations by the NSBs, more visibility and openness of the NSBs and also a closer cooperation with representative SME associations. There is a need for NSBs to be more proactive towards SME associations which could raise awareness of their members on the existence of the NSBs, their structure and their way of working as well as the benefits of standardisation for SMEs. NSBs as well as SME associations need to inform SMEs much more about the benefits of standards but also about the benefit of getting involved in the standardisation work through commenting or participation in Technical Committees.

Some of the SME associations made concrete proposals to increase and improve the engagements of SMEs and SME associations at national level. They asked for more marketing and visibility of NSB for example at trade fairs and promotion of the SME contact in the NSB. Suggested was also to offer more information for entrepreneurs on standardisation, sector-specific information and information on the benefits that businesses can get from standardisation. One way to do this would be to collect stories and case studies of SMEs involved in standardisation (what is their motivation / ambition and what are the results) and promote these stories among SMEs.

2. Training and Understanding of how to get involved

The need for specific training for SMEs was raised. One proposal was to create a specific training programme on standards in collaboration with specialised training companies in several modules: a general module, valid for all sectors, and specific modules for each sector. This could be accompanied by a communication and awareness-raising campaign.

Besides the general training for SMEs and SME associations on standardisation, specific training for SME experts about the work in TCs and WGs was suggested since it is important that SME experts have a good understanding of the process used in standardisation and when and how to have an influence on this process.

The enhanced cooperation between NSBs and SME associations also plays an important role concerning training for SMEs, SME associations and SME experts involved in Technical Committees and working groups. SME associations of 6 countries out of 13 (46%) stated that the NSBs offer specific training for SMEs / SME associations. In 4 of these 6 countries this question has been discussed with the NSB.

On one side there is a demand from the SME side, on the other side the information about existing training opportunities is lacking. In addition, it seems to be difficult to motivate representatives of SME associations and SMEs to participate in training courses. However,

research clearly shows that using standards can substantially increase an SME's turnover and contribute to increased productivity and GDP for a country.

3. Specific Support Measures for SMEs

Concerning the concrete involvement of SMEs, it was suggested that the NSBs should offer support for the representative SME associations (easier access, special financial conditions, etc.) because most of the SMEs would only get involved in standardisation via their SME associations. In this context, free access or reduced fees for SMEs and SME associations to participate in Technical Committees (TCs) and working groups (WGs) were demanded.

Financial support for the participation and the work of SME experts was another request, which was also addressed to the national governments. One suggestion was that an SME association could pay a lumpsum to the NSB to gain access for its SME experts. Another association suggested enabling the access by supplying the SME associations with the means to finance the experts' participation, a model similar to the SBS one.

Although financial measures by the NSBs, for example in the form of free and reduced fees, are favourable they are not the only solution. Support schemes of the EU Member States could do more. According to the information provided by SME associations, support schemes exist in France and Germany. This survey did not look in detail at whether the existing support schemes are successful. Another survey might look deeper into this topic to see if there are more EU Members States with specific support schemes and how widely known, SME friendly and successful they are.

However, emphasizing only the financial aspects as the reason not to participate in standardisation seem to be too narrowly viewed. In countries where participation for free or at reduced prices is available, the participation of SMEs is still low. Therefore, all other barriers also need to be looked at.

With regard to purchasing costs for SMEs for all types of standards, especially harmonised and mandatory standards, a reduction or free access was proposed. To improve the uptake of standards by SMEs preferential tariffs for buying standards were often requested because of the limited financial resources of SMEs. This seems to be already in place in some countries.

4. Further suggestions

Since SMEs have also limited human resources, a stronger involvement of the SME associations in the standardisation work would be beneficial. This could for example be achieved if the NSBs would offer special conditions to the SME associations and focus on building the capacity and understanding of SME associations staff concerning standardisation.

One SME association asked specifically to better consider the SME perspective in working groups and a more balanced representation of SME associations taking into account their representativeness. Another respondent said it would be useful to provide for a way, with a proactive role of NSBs, to identify in advance the Committees and Working Groups of strategic importance for specific sectors and SMEs.

There was also a request for a revision of the standardisation process to make it more SME-friendly, to simplify the language of the texts for drafters and readers and to increase simplicity in the management of the committees. It was pointed out that often form prevailed over making the content of standards more understandable and straight forward.

Finally, the translation of draft standards, especially harmonised standards, during the standardisation process, and of final standards into the national language seemed to be another important factor for SMEs and SME associations.

The survey has shown that it is important that NSBs pay specific attention to including SMEs in their work, enter into a dialogue with the representative SME associations and offer the right conditions for increased inclusion of SMEs and SME association in the standardisation work. From the 44 SME associations, only 20% replied to participate in an NSB management committee and 20% were involved in the NSB decision-making on standardisation policy while none of the SMEs was engaged in those bodies.

As mentioned in the European Standardisation Strategy, more can be done at national level to improve access to standardisation development and standards themselves. Only if all stakeholders work together and enhance their cooperation at the different levels a better representation of SMEs in the National Standards Bodies can be achieved.

Annexe- Questionnaires

English Version

Questionnaire to SME associations concerning their involvement in standardisation and their relationship with their National Standards Body/ies (NSB)

Dear colleagues,

You are invited to complete this questionnaire on your relationship with the Standards Body/ies of your country.

Standards are becoming more and more important with the digital and green transformation. Small Business Standards (SBS), the European association representing small and medium-sized enterprises (SME) in European and international standardisation, wants to support SME organisations in an appropriate way. Therefore, SBS would like to have a better insight into the current knowledge of SME organisations on standardisation and their relationship with the National Standards Bodies (NSBs). This concerns the involvement of SMEs in the work of the NSBs as well as the support offered to SMEs by the National Standard Bodies and the national governments to get further involved in standardisation.

By answering the questionnaire, you will help SBS to get a better view of how SME organisations interact with their respective NSBs. The questionnaire will take approximately 15 minutes to complete. SBS will ensure your replies remain confidential. Your contact details will not be shared with any third party and only be used to contact you if any follow-up is needed. The outcome of the study will be used in SBS's contacts with the NSBs and to feed into the implementation of the EU Standardisation Strategy published early in 2022 by the European Commission.

We would be grateful if you would also forward the questionnaire to other SME organisations in your network. If you have any questions, please do not hesitate to contact us (info@sbs-sme.eu).

Thank you for completing the questionnaire.

Maitane Olabarria
SBS Secretary General

*Name of the organisation
*Country in which the organisation is based
*Type of organisation	
<input type="radio"/> National horizontal SME organisation	
<input type="radio"/> National sectoral SME organisation	
<input type="radio"/> Regional horizontal SME organisation	
<input type="radio"/> Regional sectoral SME organisation	
<input type="radio"/> Other, please specify

Name of the person filling in the questionnaire
Email address of the person filling in the questionnaire

* mandatory

1. In some countries there is a single National Standards Body (NSB) working on the different fields of standardisation while in other countries there are two or three NSBs. Are you in contact with any of the NSBs in your country?

YES

Please specify which ones:.....

Please specify in which way you are in contact (*multiple answers possible*)

- Receive general information, e.g. newsletter, press releases
- Participation in a specific SME working group
- Participation in a group of stakeholders or specific Technical Committee
- Having regular bi-lateral meetings
- Other, please specify

NO

Please specify why (*multiple answers possible*)

- Do not know them
- Standardisation is not of interest to us
- Information and services require payment to the NSB
- Other, please specify

I do not know

2. Is your organisation involved in any Technical Committee or the development of standards at national level?

YES

If YES, please specify in which way

- Directly involved through a staff member
- Involved through a member association (or several)
Please list them here (optional).....
- Through an SME which is member of the organisation
- Through an expert linked to your organisation
- Other, please specify:

NO

If NO, please specify why not

- Do not know the National Standards Body (NSB)
- Not of interest to our organisation and or the members

- Do not know how to get involved
- Lack of financial and/or human resources
- Lack of necessary technical knowledge
- Obstacles from the side of the National Standards Body
- Others, please specify

I do not know

3. Are you or a representative of your organisation involved in the following activities of the National Standards Bodies (NSB)? (*multiple answers possible*)

- Participation in management committees of the NSB
- Participation in NSB decision-making on standardisation policy
- Participation in Technical Committee
- Specific working groups on SME related topics
- Development of specific information for SMEs
- We are not involved in any of the above
- I do not know
- Other, please specify

4. Do the National Standards Bodies make specific efforts / offer special conditions for SMEs and / or SME organisations to promote their participation in and access to the standardisation work?

YES

Please specify which ones

- Dedicated part for SMEs on the website of the NSB
- Specific training for SMEs / SME organisations
- Free access or reduced fees for SMEs to participate in Technical Committees (TCs) and working groups (WGs)
- Special rates for SMEs for purchasing standards
- Free access to draft standards
- Free access to mandatory and harmonised standards
- Abstracts of standards freely available on their website
- Translation of drafts standards into the national language(s)
- Translation of final standards into the national language(s)
- Others, please specify

NO

Please indicate the reason(s) if known.....

I do not know

5. Does your NSB provide an online platform where draft standards under Enquiry can be consulted, and comments can be submitted?

YES

Please mention the address:.....

NO

I do not know

6. Did you ever discuss granting special conditions to SMEs and/or SME organisations with the NSBs?

YES

Please specify which ones

- Dedicated part for SMEs on the website of the NSB
- Specific training for SMEs / SME organisations
- Reduced fee for SMEs / SME organisations
- Free access or reduced fees for SMEs to Technical Committees (TC) and working groups (WG)
- Special rates for purchasing standards
- Free access to draft standards
- Free access to mandatory and harmonised standards
- Free access to all standards
- Abstracts of standards freely available on their website
- Translation of drafts standards into the national language
- Translation of final standards into the national language
- Others, please specify.....

NO

Please specify, why not

I do not know

7. Does your national / regional government offer financial or other support to foster the participation of SMEs and / or SME organisations in the standardisation process at national / European / International level?

YES, financial support

If yes, please specify what for and in which way (*if possible, include link to website for the support measure*)

YES, other support

If yes, please specify what for and in which way (*if possible, include link to website for the support measure*)

NO

I do not know

8. Do you have any suggestions how to improve the participation of SMEs and SME organisations in the standardisation process at national level?

YES

Please specify which ones

NO

9. Please mention any additional activities of your organisation regarding standardisation and/or any best practices for the involvement of SMEs in standardisation in your country

.....
.....

10. Would you like to receive further information on SBS and its work?

YES

Please indicate an email address to which the information should be sent

NO

Thank you very much for completing the questionnaire.

French version

Questionnaire pour les associations de Petites et moyennes entreprises au sujet de leur implication dans la normalisation et leurs relations avec leur(s) organisme(s) national(aux) de normalisation (ONN)

Chers collègues,

Vous êtes invités à remplir ce questionnaire portant sur votre relation avec l'organisme(s) national(aux) de normalisation de votre pays.

Avec la transformation numérique et verte, l'importance des normes est croissante. Small Business Standards (SBS), l'association européenne représentant les petites et moyennes entreprises (PME) dans la normalisation européenne et internationale, souhaite au mieux soutenir les organisations de PME. Par conséquent, SBS aimerait avoir un meilleur aperçu des connaissances actuelles des organisations de PME sur la normalisation et leurs relations avec les [organismes nationaux de normalisation](#) (ONN). Cela concerne l'implication des PME dans les travaux des ONN ainsi que le soutien offert aux PME par les organismes nationaux de normalisation et les gouvernements nationaux pour s'impliquer davantage dans la normalisation.

En répondant au questionnaire, vous aiderez SBS à mieux comprendre comment les organisations de PME interagissent avec leurs organismes nationaux de normalisation. Vous aurez besoin de 15 minutes environ pour compléter ce questionnaire. SBS veillera à ce que vos réponses restent confidentielles. Vos coordonnées ne seront pas partagées avec des tiers et ne seront utilisées que pour vous contacter si un suivi s'avérait nécessaire. Les résultats de l'étude seront utilisés lors des échanges entre SBS et les ONN et pour alimenter la mise en œuvre [de la stratégie de normalisation de l'UE](#) publiée au début de 2022 par la Commission européenne.

Nous vous serions reconnaissants de transmettre ce questionnaire également à d'autres organisations de PME de votre réseau. Si vous avez des questions, n'hésitez pas à nous contacter (info@sbs-sme.eu).

Merci d'avance pour votre participation.

Maitane Olabarria
Secrétaire générale de SBS

- | | |
|---|-------|
| * Nom de l'organisation | |
| * Pays dans lequel l'organisation est basée | |
| * Type d'organisation | |
| <input type="radio"/> Organisation de PME horizontale nationale | |
| <input type="radio"/> Organisation de PME nationale sectorielle | |
| <input type="radio"/> Organisation de PME horizontale régionale | |

Organisation de PME sectorielle régionale
 Autre. Veuillez préciser
 Nom de la personne qui remplit le questionnaire
 Adresse e-mail de la personne qui remplit le questionnaire

* obligatoire

1. Êtes-vous en contact avec votre (vos) organisme(s) national(aux) de normalisation (ONN) ?

OUI

Merci de préciser de quelle manière (plusieurs réponses possibles)

- Communication d'informations générales, par ex. newsletter, communiqués de presse
- Participation à un groupe de travail spécifique PME
- Participation à un groupe de parties prenantes ou un comité technique spécifique
- Réunions bilatérales régulières
- Autre. Veuillez préciser

NON

Veuillez préciser pourquoi (plusieurs réponses possibles)

- Je ne les connais pas
- La normalisation ne nous intéresse pas
- Les informations et les services nécessitent un paiement à l'ONN
- Autre. Veuillez préciser

2. Votre organisation participe-t-elle à un comité technique ou à l'élaboration de normes au niveau national ?

OUI

NON

Si OUI, merci de préciser de quelle manière

- Directement impliqué par l'intermédiaire d'un membre du personnel
- Impliqué à travers une association membre (ou plusieurs)
Veuillez les énumérer ici (facultatif)
- Par l'intermédiaire d'une PME membre de l'organisation
- Via un expert lié à votre organisation
- Autre. Veuillez préciser

Si la réponse est NON, veuillez préciser pourquoi

- Je ne connais pas l'organisme national de normalisation (ONN)
- Sans intérêt pour notre organisation et/ou les membres
- Je ne sais pas comment m'impliquer
- Manque de ressources financières et/ou humaines
- Manque de connaissances techniques nécessaires
- Obstacles de la part de l'organisme national de normalisation

Autre. Veuillez préciser

3. Êtes-vous, ou un représentant de votre organisation, impliqué dans les activités suivantes de l'organisme national de normalisation (ONN) ? (Plusieurs réponses possibles)

- Participation aux comités de gestion de l'ONN
- Participation à la prise de décision de l'ONN sur la politique de normalisation
- Participation aux comités techniques
- Groupes de travail spécifiques sur des sujets liés aux PME
- Développement d'informations spécifiques pour les PME
- Nous ne sommes impliqués dans aucun des cas ci-dessus
- Autre. Veuillez préciser

4. L'organisme national de normalisation met-il des mesures en place/offre-t-il des conditions spéciales aux PME et/ou aux organisations de PME pour promouvoir leur participation aux travaux de normalisation ?

OUI

Merci de préciser lesquels

- Section dédiée aux PME sur le site de l'ONN
- Formations destinées aux PME/organisations de PME
- Accès gratuit ou frais réduits pour participer aux comités techniques (TC) et aux groupes de travail (WG)
- Tarifs spéciaux pour l'achat de normes
- Libre accès aux projets de normes
- Libre accès aux normes obligatoires et harmonisées
- Résumés des normes disponibles gratuitement sur leur site internet
- Traduction des projets de normes dans la langue nationale
- Traduction de la version finale des normes dans la langue nationale
- Autre. Veuillez préciser

NON

Veuillez indiquer la ou les raisons si elles sont connues :

.....
.....

5. Votre ONN fournit-il une plate-forme en ligne sur laquelle les projets de normes soumis à enquête peuvent être consultés et des commentaires peuvent être soumis ?

OUI

Merci de mentionner les adresses

NON

Je ne sais pas

6. Avez-vous déjà discuté avec l'ONN de l'octroi de conditions spéciales aux PME et/ou aux organisations de PME ?

OUI

Merci de préciser lesquels :

| Section dédiée aux PME sur le site de l'ONN

- Formations spécifiques pour les PME/organisations de PME
- Frais réduits pour les PME / organisations de PME
- Accès gratuit ou tarif réduit pour participer aux Comités Techniques (TC) et groupes de travail (WG)
- Tarifs spéciaux pour l'achat de normes
- Libre accès aux projets de normes
- Libre accès aux normes obligatoires et harmonisées
- Accès gratuit à toutes les normes
- Résumés des normes disponibles gratuitement sur leur site Web
- Traduction des projets de normes dans la langue nationale
- Traduction des normes finales dans la langue nationale
- Autre. Veuillez préciser

NON

Merci de préciser pourquoi vous n'en avez pas discuté :

7. Votre gouvernement national / régional offre-t-il un soutien financier ou un soutien d'un autre type pour favoriser la participation des PME et/ou des organisations de PME au processus de normalisation au niveau national / européen / international ?

OUI, un soutien financier

Si oui, veuillez préciser pourquoi et de quelle manière (si possible, inclure un lien vers le site Web de la mesure de soutien)

OUI, un autre type de soutien

Si oui, veuillez préciser pourquoi et de quelle manière (si possible, inclure un lien vers le site Web de la mesure de soutien)

NON

Veuillez indiquer la ou les raisons de l'absence de soutien, si elles sont connues

8. Avez-vous des suggestions pour améliorer la participation des PME et des organisations de PME au processus de normalisation au niveau national ?

OUI

Merci de préciser lesquels

NON

9. Veuillez mentionner toute activité supplémentaire de votre organisation concernant la normalisation et/ou les meilleures pratiques pour l'implication des PME dans la normalisation dans votre pays ?

.....
.....

10. Souhaitez-vous recevoir de plus amples informations sur SBS et ses activités ?

OUI

Veillez indiquer une adresse e-mail à laquelle les informations peuvent vous être envoyées

.....

NON

Merci pour votre participation.

German Version

Fragebogen an KMU-Verbände zu ihrer Beteiligung an der Normung und ihrer Beziehung zu Nationalen Normungsorganisationen (NNO)

Liebe Kolleginnen und Kollegen,

hiermit möchten wir Sie bitten, diesen Fragebogen zu Ihrer Beziehung zu den nationale Normungsorganisationen Ihres Landes auszufüllen.

Normen werden mit der digitalen und grünen Transformation immer wichtiger. Small Business Standards (SBS), der europäische Verband kleiner und mittlerer Unternehmen (KMU) in der europäischen und internationalen Normung, will KMU-Organisationen angemessen unterstützen. Zu diesem Zweck möchte SBS einen besseren Einblick in den aktuellen Wissensstand von KMU-Organisationen über Normung und in ihre Beziehung zu den nationale Normungsorganisationen (NNO) bekommen. Dies betrifft sowohl die Beteiligung von KMU an der Arbeit der NNO als auch die Unterstützung, die KMU von den nationale Normungsorganisationen und den nationalen Regierungen angeboten wird, um sich stärker in der Normung zu engagieren.

Durch die Beantwortung des Fragebogens helfen Sie SBS, einen besseren Überblick darüber zu erhalten, wie KMU-Organisationen mit ihren jeweiligen nationale Normungsorganisationen interagieren. Das Ausfüllen des Fragebogens dauert etwa 15 Minuten. SBS garantiert, dass Ihre Antworten vertraulich behandelt werden. Ihre Kontaktdaten werden nicht an Dritte weitergegeben und nur verwendet, um Sie zu kontaktieren, wenn eine Nachverfolgung erforderlich ist. Die Ergebnisse der Studie werden in den Kontakten von SBS zu den NNO verwendet und in die Umsetzung der Anfang 2022 von der Europäischen Kommission veröffentlichten EU-Normungsstrategie einfließen.

Wir wären Ihnen dankbar, wenn Sie den Fragebogen auch an andere KMU-Organisationen in Ihrem Netzwerk weiterleiten würden. Bei Fragen können Sie sich gerne an uns wenden (info@sbs-sme.eu).

Vielen Dank im Voraus für das Ausfüllen des Fragebogens.

Maitane Olabarria

SBS-Generalsekretärin

- | | |
|--|-------|
| *Name der Organisation | |
| * Land, in dem die Organisation ansässig ist | |
| * Art der Organisation | |
| <input type="radio"/> Nationale horizontale KMU Organisation | |
| <input type="radio"/> Nationale sektorale KMU Organisation | |
| <input type="radio"/> Regionale horizontale KMU Organisation | |
| <input type="radio"/> Regionale sektorale KMU Organisation | |
| <input type="radio"/> Sonstige, bitte angeben | |

Name der Person, die den Fragebogen ausfüllt

E-Mail-Adresse der Person, die den Fragebogen ausfüllt.....

*Pflichtfeld

1. Stehen Sie in Kontakt mit Ihren Nationalen Normungsorganisationen (NNO)?

JA

Bitte geben Sie an, in welcher Weise (*Mehrfachnennung möglich*)

- Erhalt allgemeiner Informationen, z.B. Newsletter, Pressemitteilungen
- Teilnahme an einer spezifischen KMU-Arbeitsgruppe
- Teilnahme an einer Gruppe von Interessenvertretern oder einem bestimmten Technischen Ausschuss
- Regelmäßige bilaterale Treffen
- Sonstige, bitte angeben

NEIN

Bitte erläutern Sie warum nicht (*Mehrfachnennung möglich*)

- Kenne die NNOs nicht
- Normung interessiert uns nicht
- Informationen und Dienstleistungen der NNO müssen bezahlt werden
- Sonstige, bitte angeben

2. Beteiligt sich Ihre Organisation an einem Technischen Ausschuss oder an der Entwicklung von Normen auf nationaler Ebene?

JA

NEIN

Wenn JA, geben Sie bitte an, auf welche Weise

- Direkte Einbindung durch einen Mitarbeiter
- Beteiligt durch einen Mitgliedsverband (oder mehrere))
Bitte listen Sie sie hier auf (optional).....
- Durch ein KMU, das Mitglied der Organisation ist
- Durch einen Experten, der mit Ihrer Organisation verbunden ist
- Sonstige, bitte angeben:

Wenn NEIN, geben Sie bitte an, warum nicht

- Die Nationalen Normungsorganisationen (NNO) sind mir nicht bekannt
- Kein Interesse unserer Organisation und/oder der Mitglieder
- Nicht bekannt, wie man sich beteiligen kann
- Mangel an finanziellen und/oder personellen Ressourcen
- Mangel an notwendigen technischen Kenntnissen
- Hindernisse von Seiten der nationalen Normungsorganisationen
- Sonstige, bitte angeben:

3. Sind Sie oder ein Vertreter Ihrer Organisation an den folgenden Aktivitäten der Nationale Normungsorganisationen (NNO) beteiligt? (*mehrere Antworten möglich*)

- Mitarbeit in Verwaltungsausschüssen der NNO
- Teilnahme am NNO-Entscheidungsprozess zur Normungspolitik
- Mitarbeit in Fachausschüssen
- Spezifische Arbeitsgruppen zu KMU-bezogenen Themen
- Entwicklung spezifischer Informationen für KMU
- Wir sind an keinem der oben genannten Fälle beteiligt
- Sonstige, bitte angeben:

4. Unternehmen die nationalen Normungsorganisationen besondere Anstrengungen / bieten sie besondere Konditionen für KMU und / oder KMU-Organisationen an, um ihre Teilnahme an der Normungsarbeit zu fördern?

JA

Bitte geben Sie an, welche

- Spezieller Bereich für KMU auf der Website der NNO
- Spezifisches Training für KMU / KMU-Organisationen
- Kostenloser Zugang oder ermäßigte Gebühren für KMU zur Teilnahme an Technischen Ausschüssen und Arbeitsgruppen
- Sonderkonditionen für KMU beim Erwerb von Normen
- Freier Zugang zu Normentwürfen
- Freier Zugang zu rechtsverbindlichen und harmonisierten Normen
- Zusammenfassungen von Normen frei verfügbar auf der NNO Webseite
- Übersetzung von Normentwürfen in die Landessprache
- Übersetzung der Normen in die Landessprache
- Sonstige, bitte angeben:

NEIN

Bitte geben Sie die Gründe/ den Grund an, falls bekannt

nicht bekannt

5. Stellen Ihre nationalen Normungsorganisationen (NNO) eine Online-Plattform zur Verfügung, auf der Normenentwürfe im Umfragestadium eingesehen und Kommentare eingereicht werden können?

JA

Geben Sie bitte die Adresse an:

NEIN

nicht bekannt

6. Haben Sie jemals mit den nationalen Normungsorganisationen (NNO) über die Gewährung von Sonderkonditionen für KMU und/oder KMU-Organisationen gesprochen?

JA

Bitte geben Sie an, welche

- Spezielle KMU Sektion auf der Website der NNO
- Spezifisches Training für KMU / KMU-Organisationen
- Reduzierte Gebühr für KMU / KMU-Organisationen
- Kostenloser Zugang oder ermäßigte Gebühren für KMU zu Technischen Ausschüssen und Arbeitsgruppen
- Sonderkonditionen für den Erwerb von Normen
- Freier Zugang zu Normentwürfen
- Freier Zugang zu rechtsverbindlichen und harmonisierten Normen
- Freier Zugriff auf alle Normen
- Zusammenfassungen von Normen frei verfügbar auf der NNO Webseite
- Übersetzung von Normentwürfen in die Landessprache
- Übersetzung der Normen in die Landessprache
- Sonstige, bitte angeben:

NEIN

Bitte geben Sie die Gründe/ den Grund an, falls bekannt

7. Bietet Ihre nationale/regionale Regierung finanzielle oder sonstige Unterstützung an, um die Beteiligung von KMU und/oder KMU-Organisationen am Normungsprozess auf nationaler/europäischer/internationaler Ebene zu fördern?

JA, finanzielle Unterstützung

Wenn Ja, bitte spezifizieren, wofür und auf welche Weise (*möglichst Link zur Website der Fördermaßnahme beifügen*)

JA, sonstige Unterstützung

Wenn Ja, bitte spezifizieren, wofür und auf welche Weise (*möglichst Link zur Website der Fördermaßnahme beifügen*).....

NEIN

Bitte geben Sie die Gründe/ den Grund an, falls bekannt

8. Haben Sie Vorschläge, wie die Beteiligung von KMU und KMU-Organisationen am Normungsprozess auf nationaler Ebene verbessert werden kann??

JA

Bitte geben Sie an, welche

NEIN

9. Bitte listen Sie alle zusätzlichen Aktivitäten Ihrer Organisation in Bezug auf die Normung auf und/oder bewährte Verfahren für die Beteiligung von KMU an der Normung in Ihrem Land

.....

10. Möchten Sie weitere Informationen über SBS und die Arbeit von SBS erhalten?

JA

Bitte geben Sie eine E-Mail-Adresse an, an die die Informationen gesendet werden sollen

NEIN

Vielen Dank für das Ausfüllen des Fragebogens.

Italian Version

Questionario alle associazioni di PMI relativo al loro coinvolgimento nella standardizzazione e al loro rapporto con gli Enti Nazionali di Normazione

Gentili colleghi,

Siete cordialmente invitati a compilare questo questionario sul vostro rapporto con gli enti di normazione del vostro Paese.

Con l'avvento della trasformazione ecologica e digitale, gli standard stanno diventando sempre più importanti. Small Business Standards (SBS), l'associazione europea che rappresenta le piccole e medie imprese (PMI) nella normazione europea e internazionale, vuole sostenere le organizzazioni delle PMI in modo adeguato. Pertanto, SBS mira ad acquisire una visione più completa sulle attuali conoscenze delle organizzazioni di PMI in materia di standardizzazione e sulle loro relazioni con gli Enti Nazionali di Normazione (ENN). Nello specifico, SBS vuole indagare il grado di coinvolgimento delle PMI nel lavoro degli ENN nonché il sostegno offerto alle PMI dagli Enti Nazionali di Normazione e dai governi nazionali per incentivare la loro partecipazione ai processi di normazione.

Partecipando al questionario aiuterete SBS a ottenere una migliore visione di come le organizzazioni di PMI interagiscono con i rispettivi ENN. Il questionario richiede circa 15 minuti per essere completato. SBS garantisce la riservatezza delle risposte ed il rispetto del regolamento sulla protezione dei dati personali. I vostri dati di contatto non saranno condivisi con terze parti e saranno utilizzati solo per contattarvi per un eventuale follow-up. I risultati dello studio saranno utilizzati durante i contatti fra SBS e gli ENN e per contribuire all'attuazione della Strategia dell'UE in materia di normazione, pubblicata all'inizio del 2022 dalla Commissione Europea.

Vi saremmo grati se trasmettete il questionario anche ad altre organizzazioni di PMI nella vostra rete di contatti. Se avete domande, non esitate a contattarci (info@sbs-sme.eu).

Grazie in anticipo per la vostra collaborazione.

Maitane Olabarria
Segretario Generale di SBS

*Nome dell'organizzazione
*Paese in cui ha sede l'organizzazione
*Tipo di organizzazione	
<input type="radio"/> Organizzazione di PMI nazionale-orizzontale	
<input type="radio"/> Organizzazione di PMI nazionale-settoriale	
<input type="radio"/> Organizzazione di PMI regionale-orizzontale	
<input type="radio"/> Organizzazione di PMI regionale-settoriale	
<input type="radio"/> Altro, si prega di specificare

Nome della persona che compila il questionario

Indirizzo e-mail della persona che compila il questionario.....

* campo obbligatorio

1. In alcuni paesi esiste un unico ente nazionale di normazione che opera nei diversi settori, mentre in altri sono presenti due o tre ENN. Siete in contatto con gli ENN del vostro paese?

SÌ

Si prega di specificare quali:

Si prega di specificare in che modo siete in contatto con gli ENN (*possibile risposta multipla*)

Ricevere informazioni di carattere generale (ad esempio newsletter o comunicati stampa)

Partecipazione a specifici gruppi di lavoro tra PMI

Partecipazione a incontri tra gruppi di interesse o a una specifica commissione tecnica

Incontri bilaterali periodici

Altro, si prega di specificare.....

NO

Si prega di specificarne il motivo (*possibile risposta multipla*)

Non li conosco

Non siamo interessati alla standardizzazione

L'accesso alle informazioni ed ai servizi prevede il pagamento di una quota all'ENN

Altro, si prega di specificare.....

Non saprei

2. La vostra organizzazione fa parte di una commissione tecnica o è coinvolta nello sviluppo di norme a livello nazionale?

SÌ

Se SÌ, si prega di specificare in che modo

Direttamente coinvolta tramite un membro dello staff

Coinvolta tramite un'associazione membro (o più di una)

Si prega di indicarle (facoltativo)

Tramite una PMI membro della nostra organizzazione

Tramite un esperto legato alla nostra organizzazione

Altro, si prega di specificare:.....

NO

Se NO, si prega di specificarne il motivo

Non conosco gli ENN

La nostra organizzazione e/o i nostri membri non sono interessati a farne parte

- ! Non sappiamo come partecipare attivamente
- Mancanza di risorse finanziarie o di personale
- Mancanza di conoscenze tecniche sufficienti
- Ostacoli da parte dell'Ente Nazionale di Normazione
- Altro, si prega di specificare.....

Non saprei

3. Lei o un rappresentante della sua organizzazione è coinvolta/o nelle seguenti attività degli enti nazionali di normazione (ENN)?(possibile risposta multipla)

- Partecipazione al consiglio direttivo dell'ENN
- Partecipazione nei processi decisionali dell'ENN in materia di politiche di normazione
- Partecipazione a gruppi di lavoro specifici su temi legati alle PMI
- Sviluppo di specifiche informazioni riguardo alle PMI
- Non prendiamo parte a nessuna delle attività sopracitate
- Non saprei
- Altro, si prega di specificare.....

4. Gli enti nazionali di normazione (ENN) compiono sforzi specifici / offrono condizioni speciali alle PMI e / o alle organizzazioni di PMI per promuovere la loro partecipazione e l'accesso alle attività di normazione?

Sì

Si prega di specificare quali

- Sezione dedicata alle PMI sul sito web degli enti nazionali di normazione
- Formazione specifica per le PMI/organizzazioni di PMI
- Accesso gratuito o tariffe ridotte per la partecipazione delle PMI alle commissioni tecniche (TC) e ai gruppi di lavoro
- Tariffe speciali dedicate alle PMI per l'acquisto di standard
- Accesso gratuito alle bozze di standard
- Accesso gratuito agli standard armonizzati ed obbligatori
- Sommario degli standard disponibili gratuitamente sul sito web dell'ENN
- Traduzione in italiano delle bozze di standard
- Traduzione in italiano degli standard una volta entrati in vigore
- Altro, si prega di specificare

NO

Si prega di indicare il/i motivo/i, se noto/i.....

Non saprei

5. Il vostro ENN fornisce una piattaforma online in cui è possibile consultare le bozze di standard sotto inchiesta pubblica ed inserire commenti?

Sì

Si prega di inserire l'URL:

NO

Non saprei

6. Avete mai discusso con il vostro ENN la concessione di condizioni speciali alle PMI e/o alle organizzazioni di PMI?

Sì

Si prega di specificare quali:

- Sezione dedicata alle PMI sul sito web dell'ENN
- Formazione specifica per le PMI/organizzazioni di PMI
- Tariffe ridotte per le PMI/organizzazioni di PMI
- Accesso gratuito o tariffe ridotte per la partecipazione delle PMI alle commissioni tecniche (TC) e ai gruppi di lavoro
- Tariffe speciali per l'acquisto di standard
- Accesso gratuito alle bozze di standard
- Accesso gratuito agli standard armonizzati e obbligatori
- Accesso gratuito a tutte le tipologie di standard
- Sommario degli standard disponibili gratuitamente sul sito web dell'ENN
- Traduzione in italiano delle bozze di standard
- Traduzione in italiano degli standard una volta entrati in vigore
- Altro, si prega di specificare

NO

Si prega di specificarne il motivo

Non saprei

7. Il vostro governo nazionale/regionale offre sostegno finanziario o di altro tipo per promuovere la partecipazione delle PMI e / o organizzazioni di PMI al processo di normazione a livello nazionale/ europeo/ internazionale?

Sì, supporto finanziario

Se Sì, si prega di specificare per cosa e in che modo (se possibile, inserire un link al sito web per la misura di sostegno)

Sì, altro tipo di supporto

Se Sì, si prega di specificare per cosa e in che modo (se possibile, inserire un link al sito web per la misura di sostegno)

NO

Non saprei

8. Avete qualche suggerimento su come migliorare la partecipazione delle PMI e delle organizzazioni di PMI al processo di normazione a livello nazionale?

Sì

Si prega di specificare quali:

NO

9. Si prega di indicare eventuali attività aggiuntive della propria organizzazione in materia di normazione e/o le buone pratiche per il coinvolgimento delle PMI nella normazione nel vostro paese

.....

10. Desidera ricevere ulteriori informazioni su SBS e sul suo lavoro?

Sì

Si prega di indicare un indirizzo e-mail a cui inviare le informazioni:

NO

Grazie mille per aver completato il questionario.

Spanish Version

Cuestionario sobre la participación de las asociaciones de PYMEs en la normalización y su relación con el/los Organismo(s) Nacional(es) de Normalización (ONN)

Estimado colega,

Le invitamos a completar este cuestionario sobre su relación con el/los Organismo(s) de Normalización de su país.

Las normas juegan un papel cada vez más importante en relación a la transición ecológica y la transformación digital. Small Business Standards (SBS), la asociación europea que representa a las pequeñas y medianas empresas (PYMEs) en la normalización europea e internacional, quiere apoyar a las organizaciones de PYMEs de una forma adecuada. Por lo tanto, SBS quiere recabar información sobre el conocimiento de estas organizaciones en materia de normalización y su relación con los Organismos Nacionales de Normalización (ONN). En particular, SBS está interesada en recibir información sobre la participación de las PYMEs en el trabajo de los ONN, así como el apoyo ofrecido a las PYMEs por los Organismos Nacionales de Normalización y los gobiernos nacionales (o regionales) para incrementar su participación en la normalización.

Su respuesta al cuestionario ayudará a SBS a obtener una mejor visión de cómo las asociaciones de PYMEs interactúan con sus respectivos Organismos Nacionales de Normalización. Completar el cuestionario requiere aproximadamente 15 minutos. SBS asegura la confidencialidad de sus respuestas. Sus datos de contacto no se compartirán con terceros y sólo se utilizarán para contactarle en caso de que sea necesario obtener clarificación sobre sus respuestas. El resultado de este sondeo se utilizará en el contexto de los contactos de SBS con los ONN en los distintos países europeos y para contribuir a la puesta en práctica de la Estrategia de la UE en materia de normalización publicada a principios de este año por la Comisión Europea.

Le agradeceríamos que reenviase el cuestionario a otras organizaciones de PYMEs con las que tenga contacto. Si tiene alguna pregunta no dude en ponerse en contacto con nosotros (info@sbs-sme.eu).

Gracias por completar el cuestionario.

Maitane Olabarria
Secretaria General de SBS

- | | |
|---|-------|
| *Nombre de la organización | |
| *País en el que tiene su sede la organización | |
| *Tipo de organización | |
| <input type="radio"/> Organización nacional horizontal/multi-sectorial de PYMEs | |
| <input type="radio"/> Organización nacional sectorial de PYMEs | |

- Organización regional horizontal/multi-sectorial de PYMEs
 - Organización regional sectorial de PYMEs
 - Otro, for favor especifique el tipo de organización.....
- Nombre de la persona que responde al cuestionario
- Correo electrónico de la persona que responde al cuestionario.....

* respuesta obligatoria

11. En algunos países hay un solo Organismo Nacional de Normalización (ONN) que trabaja en los distintos campos de la normalización, mientras que en otros países hay dos o tres ONN. ¿Está en contacto con alguno de los ONN de su país?

Sí

Especifique cual(es).....

Especifique de que forma está en contacto (*múltiples respuestas posibles*)

- Recibimos información general, e.j. boletines de información, revistas, comunicados de prensa
- Participación en un grupo de trabajo específico sobre PYMEs
- Participación en un grupo con otras partes interesadas o Comités Técnicos
- Reuniones bilaterales periódicas
- Otro, especifique.....

NO

Por favor especifique por qué (*múltiples respuestas posibles*)

- No los conozco
- La normalización no nos interesa
- La información y servicios requieren pago al ONN
- Otro, especifique.....

No sé

12. ¿Participa su organización en algún Comité Técnico o en el desarrollo de normas a nivel nacional?

Sí

Si su respuesta es afirmativa, especifique de qué manera

- Directamente a través de la participación de un miembro del personal
- A través de una asociación miembro (o varias)
Por favor enumérelas (opcional)
- A través de una PYME miembro de nuestra organización
- A través de un experto vinculado a nuestra organización
- Otra, especifique:.....

NO

Si NO, for favor especifique por qué no

- No conocemos al Organismo Nacional de Normalización (ONN)
- No le interesa a la organización y/o a nuestros miembros
- No sabemos como participar
- Falta de recursos financieros y/o humanos
- Falta de los conocimientos técnicos necesarios
- Obstáculos por parte del ONN
- Otro, especifique.....

No sé

13. ¿Participa usted o un representante de su organización en alguna de las siguientes actividades del Organismo Nacional de Normalización (ONN)? (*múltiples respuestas posibles*)

- Participación/miembro en los órganos de gobierno del ONN
- Participación en el proceso de toma de decisions del ONN sobre política de normalización
- Participación en grupos de trabajo específicos sobre temas relacionados con las PYME
- Desarrollo de información específica para PYMEs
- No estamos involucrados en ninguna de las actividades anteriores
- Otra, especifique.....

14. ¿El Organismo Nacional de Normalización hace esfuerzos específicos/ofrece condiciones especiales para las PYMEs y/o organizaciones de PYMEs para promover su participación y acceso al trabajo de normalización?

Sí

Especifica que medidas específicas

- Paginas especialmente dedicadas a las PYMEs en el sitio web del ONN
- Formación específica para PYMEs/organizaciones de PYMEs
- Acceso gratuito o tarifas reducidas para que las PYMEs participen en los Comités Técnicos y sus grupos de trabajo
- Precios especiales para PYMEs en la compra de normas
- Acceso gratuito a los proyectos de normas y normas en encuesta pública
- Acceso gratuito a normas obligatorias y armonizadas
- Resúmenes/extractos de las normas disponibles de forma gratuita en el sitio web del ONN
- Traducción de proyectos de normas/normas en encuesta pública al/los idioma(s) nacional(es)
- Traducción de la versión final de la norma al/los idioma(s) nacional(es)
- Otras, especifique.....

NO

Indique la(s) razón(es) si la(s) conoce

No sé

15. ¿El ONN proporciona una plataforma online donde se pueden consultar los proyectos de norma bajo consulta (encuesta pública) y se pueden enviar comentarios?

Sí

Mencione la dirección si la conoce.....

NO

No sé

16. ¿Habló alguna vez con el ONN de la posibilidad de conceder condiciones especiales a las PYMEs y/o a las organizaciones de PYMEs?

Sí

Especifique cuales

Páginas especialmente dedicadas a las PYMEs en el sitio web del ONN

Formación específica para PYMEs/organizaciones de PYMEs

Acceso gratuito o tarifas reducidas para que las PYMEs participen en los Comités Técnicos y sus grupos de trabajo

Precios especiales para PYMEs en la compra de normas

Acceso gratuito a los proyectos de normas y normas en encuesta pública

Acceso gratuito a normas obligatorias y armonizadas

Resúmenes/extractos de las normas disponibles de forma gratuita en el sitio web del ONN

Traducción de proyectos de normas/normas en encuesta pública al/los idioma(s) nacional(es)

Traducción de la versión final de la norma al/los idioma(s) nacional(es)

Otras, por favor especifique

NO

Especifique por qué no.....

No sé

17. ¿Su gobierno nacional o regional ofrece apoyo financiero o de otro tipo para fomentar la participación de las PYMEs y/o las organizaciones de PYMEs en el proceso de normalización a nivel nacional, europeo y/o internacional ?

Sí, apoyo financiero

En caso afirmativo, especifique para qué y de qué manera (si es posible, incluya un enlace a la página web donde se describe la medida de apoyo)

Sí, otro apoyo

En caso afirmativo especifique para qué y de qué manera (si es posible, incluya un enlace a la página web donde se describe la medida de apoyo)

NO

No sé

18. ¿Tiene alguna sugerencia sobre cómo mejorar la participación de las PYMEs y las organizaciones de PYMEs en el proceso de normalización a nivel nacional?

Sí

Especifique cuáles

NO

19. Por favor, mencione cualquier actividad adicional de su organización con respecto a la normalización y/o mejores practicas en relación con la participación de las PYMEs en la normalización en su país

.....
.....

20. ¿Le gustaría recibir más información sobre SBS y su trabajo?

Sí

Indique una dirección de correo electrónico a la que se deba enviar la información

NO

Gracias por completar el cuestionario.



Small Business Standards

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Transparency Register 653009713663-08



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