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**Funeral Services –
Requirements;
English version EN 15017:2019,
English translation of DIN EN 15017:2019-11**

Bestattungsdienstleistungen –
Anforderungen;
Englische Fassung EN 15017:2019,
Englische Übersetzung von DIN EN 15017:2019-11

Services funéraires –
Exigences;
Version anglaise EN 15017:2019,
Traduction anglaise de DIN EN 15017:2019-11

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Translation by DIN-Sprachendienst.

In case of doubt, the German-language original shall be considered authoritative.

A comma is used as the decimal marker.

National foreword

This document (EN 15017:2019) has been prepared by Technical Committee CEN/TC 448 “Funeral Services” (Secretariat: ASI, Austria).

The responsible German body involved in its preparation was *DIN-Normenausschuss Dienstleistungen* (DIN Standards Committee Services), Working Committee NA 159-02-16 AA “Funeral services”.

The DIN documents corresponding to the international documents referred to in this document are as follows:

EN ISO 9001	DIN EN ISO 9001
ISO 10002	DIN ISO 10002
ISO 10003	DIN ISO 10003

Amendments

This standard differs from DIN EN 15017:2006-01 as follows:

- a) requirements for the education of funeral personnel have been added;
- b) more detailed requirements for the provision of funeral facilities have been added, including requirements for the provision of working equipment, transport vehicles and other working materials;
- c) more detailed requirements for advisory services and for care of the deceased have been added;
- d) clauses dealing with online funeral services, quality management, ethical values and privacy policy have been added.

Previous editions

DIN 77300: 2001-07
DIN EN 15017: 2006-01

National Annex NA
(informative)

Bibliography

DIN EN ISO 9001, *Quality management systems — Requirements*

DIN ISO 10002, *Quality management — Customer satisfaction — Guidelines for complaints handling in organizations*

DIN ISO 10003, *Quality management — Customer satisfaction — Guidelines for dispute resolution external to organizations*

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English Version

Funeral Services - Requirements

Services funéraires - Exigences

Bestattungsdienstleistungen - Anforderungen

This European Standard was approved by CEN on 28 July 2019.

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