

ICS 03.240

English Version

Postal services - Transit time measurement for cross border postal items using real mail feasibility study

Services postaux - Mesure du délai d'acheminement du courrier transfrontière à partir des flux réels - Rapport de faisabilité

Postalische Dienstleistungen - Messung der Durchlaufzeit von grenzüberschreitenden Postsendungen unter Nutzung von echten Sendungsdaten

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European foreword

This document (CEN/TR 17386:2019) has been prepared by Technical Committee CEN/TC 331 "Postal services", the secretariat of which is held by NEN.

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Introduction

Under the current Standardization Request M/548, CEN and CEN/TC 331 Postal services identified a need for a feasibility study to use real mail processing in the measurement of the quality performance. This feasibility study has been carried out, researching the costs versus the benefits of a method for transit time measurement for cross border postal items using real mail.

Based on this study, it became clear that the time and resources needed to develop such a method are too extensive to justify it. Therefore, the members of CEN/TC 331 Postal services have decided that this method is not feasible and that the method will not be developed within the current Standardization Request M/548.

1 Scope

The scope of this document is a feasibility study that was carried out to explore the use of real mail data in measurement of the transit time of end-to-end services for single piece cross-border priority mail. In this document a description is given of the context, the way this study was carried out, the results of the study and the advice given to CEN/TC 331 Postal services and, finally, CEN and the European Commission.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13850:2012, *Postal Services - Quality of Services - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <https://www.iso.org/obp>

3.1

International Postal Corporation

IPC

cooperative association of postal operators in Asia Pacific, Europe and North America

3.2

Office of Exchange

OE

postal facility which handles the foreign mail departing to and/or arriving from another country

3.3

PostEurop

trade association that represents European public postal operators

3.4

Research question

RQ

investigations carried out as part of the feasibility study

3.5

Sequencing sort

sorting of the mail pieces in the order of the postman delivery

3.6

Test Letters

TL

tracked and traced letter with which the cross-border time is measured between OE's