

**Postiteenused. Teenuse kvaliteet. Liht-
ja teise astme postisaadetiste punktist-
punkti teeninduse toimetamisaegade
mõõtmine**

Postal services - Quality of service - Measurement of
the transit time of end-to-end services for bulk mail

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 14534:2004 sisaldab Euroopa standardi EN 14534:2003 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 18.05.2004 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 14534:2004 consists of the English text of the European standard EN 14534:2003.</p> <p>This document is endorsed on 18.05.2004 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p>Käsitlusala:</p> <p>This European Standard specifies methods for measuring the end-to-end transit time of the domestic and crossborder, priority and non-priority, bulk mail, collected, processed and distributed by postal service operators. It considers methods using a representative end-to-end sample of addressed bulk mail. End-to-end is defined as from the point mail is placed into the collection/acceptance system under the responsibility of the postal operators, to the final delivery point under the responsibility of the postal operators.</p>	<p>Scope:</p> <p>This European Standard specifies methods for measuring the end-to-end transit time of the domestic and crossborder, priority and non-priority, bulk mail, collected, processed and distributed by postal service operators. It considers methods using a representative end-to-end sample of addressed bulk mail. End-to-end is defined as from the point mail is placed into the collection/acceptance system under the responsibility of the postal operators, to the final delivery point under the responsibility of the postal operators.</p>
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ICS 03.240

Võtmesõnad:

ICS 03.240

English version

Postal services - Quality of service - Measurement of the transit
time of end-to-end services for bulk mail

Services postaux - Qualité de service - Mesurage des
délais d'acheminement des dépôts en nombre (mesure de
bout en bout)

Postalische Dienstleistungen - Dienstqualität -
Laufzeitmessung 'end-to-end' für Massensendungen

This European Standard was approved by CEN on 23 May 2003.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and United Kingdom.



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Foreword

This document (EN 14534:2003) has been prepared by Technical Committee CEN/TC 331, "Postal services", the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2004, and conflicting national standards shall be withdrawn at the latest by June 2004.

This bulk mail standard has been developed from the requirements of EN 13850 *Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*. Both European Standards consider methods using a representative end-to-end sample of all types of addressed letter mail appropriate for their coverage. A separate standard is required for the measurement of bulk mail for the following reasons.

- **Contract Services:** mail posted in bulk will often be mailed under a contract between the sender and the postal operator. Typically bulk services require customers to undertake a level of pre-sortation or to present mail in different ways according to the contract conditions.
- **Senders:** members of the public posting single items are replaced by companies, small in number, posting large volumes of mail; third party agents may also act on behalf of posting customers.
- **Volumes of mailings:** bulk mailings may contain thousands or millions of items.
- **Performance Measures:** on-time performance measures are expanded to provide additionally on, by or between specific dates performance depending on what is agreed with the customers or is specified for this service.
- **Discriminant Characteristics:** the range of characteristics varies by type of mail service and a wider set of potential characteristics should be considered.
- **Dates of deposit:** the rules and requirements for bulk mails are more complex and may be specific to the contract between customer and postal operator.

Test items: have to match the characteristics of customer mailings and where database seeding methods are used 'live' items of mail may be used in the survey. This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

Annexes A, B and C are normative. Annexes D, E and F are informative.

This document includes a Bibliography.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and the United Kingdom.

Introduction

In the Green paper on postal services in 1992 the European Commission emphasised the need to establish common rules for the development of community postal services and the improvement of quality of service. The Commission identified requirements for quality of service measurement that include:

- independent end-to-end measurement capabilities;
- a focus on cross-border delivery service performance;
- a single, uniform and reliable system for monitoring delivery service performance within the Union.

The Commission acknowledged that the different postal traditions and cultures in Europe would not allow for the establishment of one common unified European measurement system and that national systems should have sufficient degrees of freedom to reflect national needs and peculiarities. On the other hand, they should fulfil a defined set of minimum requirements to satisfy the information interests of the national regulatory authority and postal customers and postal operators themselves.

The objective of the measurement is to estimate the quality of service given to the customer in each European country domestically and cross-border between European countries.

This European Standard refers to a number of principles and minimum requirements to be applied for the measurement of the transit time of national and cross-border mail.

1 Scope

This European Standard specifies methods for measuring the end-to-end transit time of the domestic and cross-border, priority and non-priority, bulk mail, collected, processed and distributed by postal service operators. It considers methods using a representative end-to-end sample of addressed bulk mail. End-to-end is defined as from the point mail is placed into the collection/acceptance system under the responsibility of the postal operators, to the final delivery point under the responsibility of the postal operators.

For the purpose of this European Standard, bulk mail can include all types of addressed bulk mail: letter mail, direct mail, magazines, and newspapers, unless otherwise indicated.

The overall quality of service result should be expressed as the percentage of mail delivered within $J + n$ days end-to-end according to the EC postal directive or the percentage of mail delivered by, on or between expected dates. The measurement should be in whole days and not be restricted by reference to a specific time of day for delivery.

This quality of service indicator does not measure the postal operator's overall performance in a way which provides direct comparison of postal service operators, and does not include other service performance indicators than those related to transit time. In particular this European Standard does not measure whether the timing of collections meets customers' requirements.

The European Standard can be used to assess the performance of postal operators for specific products or services at a national level or for an individual or a group of customers.

The European Standard should not be used to assess the overall performance of a group of products or services which have other service specifications in terms of transit time expectation.

It specifies a set of requirements for the design of a quality of service measurement system for bulk mail, involving the selection and distribution of test mail sent and received by selected panellists. The test mail sample design gives the specifications for the mail to be representative of real mail flows.

This European Standard relates to the measurement of services offered to businesses that have pick ups at their offices or give their mail to postal service operators. If a third party agent acts for the postal operator then the time the mail is handed over to the agent should form part of the measurement. Where a third party agent acts for the sending customer then the measurement should be from the point when mail is handed over to the postal operator.

For technical reasons the European Standard may not in all parts be suitable for the measuring of very small volumes of mail and for operators with limited coverage. It is not applicable for measuring the end-to-end transit time distribution of single piece mailings which require different measurement systems. The European Standard EN 13850 has been developed for single piece priority mail and EN 14508 for single piece non-priority mail.

This European standard includes specifications for the quality control and auditing of the measurement system.

In certain circumstances this European Standard allows a choice between alternatives or deviations to be made subject to the approval of the regulator. This approval is only necessary if the product or service is within the universal service obligation.

2 Normative references

This European Standard incorporates, by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text, and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

EN 13850		<i>Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail.</i>
EN 30011-1		<i>Guidelines for auditing quality systems - Part 1: Auditing (ISO 10011-1:1990).</i>
EN ISO 9000	2000	<i>Quality management systems - Fundamentals and vocabulary (ISO 9000:2000).</i>
ISO 3534-1	1993	<i>Statistics - Vocabulary and symbols - Part 1: Probability and general statistical terms.</i>
ISO 3534-2	1993	<i>Statistics - Vocabulary and symbols - Part 2: Statistical quality control.</i>
ISO 11180		<i>Postal addressing.</i>
		<i>International Chamber of Commerce / ESOMAR International Code of Marketing and Social Research Practice¹</i>

¹ The International Chamber of Commerce / ESOMAR International Code of Marketing and Social Research Practice is available from:

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