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PRIORITEETSETE JA ESIMESE KLASSI ÜKSIKUTE  
KIRISAADETISTE KULGEMISAJA MÕÕTMINE  
POSTITAMISEST KÄTTETOIMETAMISENI

Postal services - Quality of services - Measurement of  
the transit time of end-to-end services for single piece  
priority mail and first class mail

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

See Eesti standard EVS-EN 13850:2020 sisaldab Euroopa standardi EN 13850:2020 ingliskeelset teksti.	This Estonian standard EVS-EN 13850:2020 consists of the English text of the European standard EN 13850:2020.
Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas	This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation.
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Standard on kättesaadav Eesti Standardikeskusest.	The standard is available from the Estonian Centre for Standardisation.

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English Version

Postal services - Quality of services - Measurement of the  
transit time of end-to-end services for single piece priority  
mail and first class mail

Services postaux - Qualité de service - Mesure du délai  
d'acheminement des services de bout en bout pour le  
courrier prioritaire égrené et de première classe

Postalische Dienstleistungen - Dienstqualität - Messung  
der Durchlaufzeit von Einzelbriefsendungen mit  
Vorrang und Einzelbriefsendungen erster Klasse von  
Ende zu Ende

This European Standard was approved by CEN on 27 April 2020.

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 CEN-CENELEC 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 CEN-CENELEC Management Centre has the same status as the official versions.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

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## European foreword

This document (EN 13850:2020) 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 December 2020, and conflicting national standards shall be withdrawn at the latest by December 2020.

This document supersedes EN 13850:2012.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

The changes to the 2012 version are limited and concern editorial improvements and the correction of small errors. Without giving a complete overview, these points can be mentioned:

- Definitions have been aligned with other ISO standards (accuracy 3.1, characteristic 3.7, estimator 3.27, inspection 3.32)
- The definition of panellist has been added (3.39)
- The maximum number of test letters per week per panellist has been explained in more detail in chapter 6.2.1
- “Zone” has been changed to “area”
- The independence of the auditor to the measurement has been further highlighted in chapter 8
- The formula in the note concerning Table A1 has been corrected
- In Annex H the issue of the handling by customs has been referred to
- Annex J (changes to the 2007 version) has been deleted

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association (Standardization request M/548), and supports essential requirements of EU Directive(s).

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Introduction

### General

The European Commission emphasises the need to have common rules for the development of community postal services and the improvement of Quality-of-Service (QoS). The Commission has identified requirements for postal QoS-Measurement systems that include:

- Independent end-to-end measurement capabilities;
- A focus on national and cross-border distribution service performance;
- A single, uniform and reliable system for monitoring distribution service performance within the Union.

The Commission has 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 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 European Commission, the regulatory authority, postal customers and postal operators themselves. Any regulatory authority is free to adapt to national circumstances where the standard gives room to do so. This is explained further in Annex E.

The objective of the measurement is to estimate the end-to-end transit time QoS given to the customer domestically in each European country and cross-border between the European countries. This European Standard refers to a number of principles and minimum requirements to be applied for the measurement of the end-to-end transit time service level.

### Regulatory background

The regulatory basis of EN 13850 is laid out in the 97/67/EC, as amended by Directive 2002/39/EC and Directive 2008/6/EC.

Main guidance is given in Chapter 6 Quality of Service. Article 16 states: "Member States shall ensure that quality-of-service standards are set and published in relation to Universal Service in order to guarantee a postal service of good quality".

Furthermore, EN 13850 is mandatory for measuring the performance levels of single piece priority or first class mail which falls under the universal service<sup>1</sup>.

For intra-community cross-border mail of the fastest standard category a minimum QoS level is laid down in the Directive 97/67/EC. At least 85 % of all letters shall have an end-to-end transit time of J+3 and less and at least 97 % of all letters shall have an end-to-end transit-time of J+5 and less.<sup>2</sup>

The mandate for this revised version of EN 13850:2020 is the Standardization request (M/548) of the European Commission which asked CEN/TC 331 to "revise existing standards" and to cover the topic "a method for transit time measurement for cross border postal items" in order to satisfy regulatory needs.

<sup>1</sup> See also: "Letter to all Members of the Postal Directive Committee, 21.03.2005, Brussels, Markt/E4/JR/DS/HM D(2005) – 2346" (N676, CEN/TC331)

<sup>2</sup> See also: "Postal Directive 97/67/EC: Article 18.1 and Annex" and "Postal Directive 2008/6/EC: Article 18.1 and Annex 2, Article 1"

# 1 Scope

This document specifies methods for measuring the end-to-end transit time of domestic and cross-border Single Piece Priority Mail (SPPM), collected, processed and delivered by postal service operators. It considers methods using representative end-to-end samples for all types of single piece priority mail services for addressed mail with defined transit-time service levels offered to the customer. This document is applicable to the measurement of End-to-End priority mail services.

The standardised QoS-measurement method provides a uniform way for measuring the end-to-end transit time of postal items. Using a standardised measurement method will assure that the measurement will be done in an objective and equal way for all operators in accordance with the requirements of the Directive 97/67/EC and its amendments.

It is not the purpose of this document to measure the postal operators' overall performance in a way that provides direct comparison of postal service providers.

This document relates to the measurement of the SPPM services given to household and business customers that post mail at street letterboxes, over the counter at post offices or have pick-ups at their offices. To cover flows with smaller mail volumes this document includes flexibility areas for adapted implementation. For technical reasons this document may not be suitable for the measurement of very small volumes of mail.

The end-to-end service measured may be provided by one operator or by a group of operators working either together in the same distribution chain or parallel in different distribution chains. This document is not applicable for the measurement of end-to-end transit times in fields of study with more than one induction operator (Multi-Operator Environments), which require different methodologies. The method for end-to-end measurement specified in this document is also not designed to provide results for the measurement of parts of the distribution chain.

This document is not applicable for the measurement of end-to-end transit times of bulk mailers' services and hybrid mail, which require different measurement systems and methodologies (see, for example, EN 14534 Measurement of the transit time of end-to-end services of bulk mail).

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

This document does not specify:

- the minimum acceptable level of accuracy that will be required by the national regulatory authority;
- the target(s) that the regulatory authority might set;
- how the regulatory authority should determine whether the target(s) have been met.

## 2 Normative references

There are no normative references in this document.

## 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 <http://www.iso.org/obp>

### 3.1

#### **accuracy**

closeness of agreement between a test result or measurement result and the true value

Note 1 to entry: The term accuracy, when applied to a set of test results, involves a combination of random components and a common systematic error or bias component.

[SOURCE: ISO 3534-2:2006]

Note 2 to entry: In this standard the accuracy is expressed as  $\pm\epsilon$ , where  $2\epsilon$  is the length of the confidence interval at the confidence level 95 % for the parameter being estimated, namely the probability of attaining the transit time target.

### 3.2

#### **aggregation**

compounding of primary data into an aggregate for the purpose of expressing them in a summary form

### 3.3

#### **audit**

systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives

Note 1 to entry: The organisation carrying out the audit is called the auditor.

Note 2 to entry: A (full) audit may be carried out as an initial audit of a new or substantially changed system or as an initial audit by a new auditor. It may also be carried out as a re-audit of the same system by the same auditor in the next audit cycle.

Note 3 to entry: If an audit results in objections, then the auditor may require corrective actions until a defined deadline. A final check of these corrective actions is called *corrective audit*.

### 3.4

#### **average (arithmetic mean)**

sum of values divided by the number of values

[SOURCE: ISO 3534-1:2006]

### 3.5

#### **bring service**

mail collection or mail delivery service, specifically contracted by the customer