

**Transportation - Logistics and services
- Public passenger transport - Service
quality definition, targeting and
measurement**

Transportation - Logistic and services - Public
passenger transport; Service quality definition,
targeting and measurement

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 13816:2002 sisaldab Euroopa standardi EN 13816:2002 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 16.05.2002 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 13816:2002 consists of the English text of the European standard EN 13816:2002.</p> <p>This document is endorsed on 16.05.2002 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 the requirement to define, target and measure quality of service in public passenger transport (PPT), and provides guidance for the selection of related measurement methods. It is intended to be used by service providers in the presentation and monitoring of their services but is also recommended for use by authorities and agencies responsible for the procurement of PPT services in the preparation of invitations to tender. Its use promotes the translation of customer expectations and perceptions of quality into viable, measurable, and manageable quality parameters. It is recognized that a single individual or company, or two or more parties sharing the responsibility for the provision of a PPT service in co-operation (e.g. authority and operator) may, in practice, seek to comply with the standard. In the latter situation, it is strongly recommended that the relationship between the parties be governed by a formal agreement (5.2). It is important to note that it is the service, not the service provider, which is in compliance with the standard. Annex A sets out the comprehensive list of quality criteria.</p>	<p>Scope:</p> <p>This European Standard specifies the requirement to define, target and measure quality of service in public passenger transport (PPT), and provides guidance for the selection of related measurement methods. It is intended to be used by service providers in the presentation and monitoring of their services but is also recommended for use by authorities and agencies responsible for the procurement of PPT services in the preparation of invitations to tender. Its use promotes the translation of customer expectations and perceptions of quality into viable, measurable, and manageable quality parameters. It is recognized that a single individual or company, or two or more parties sharing the responsibility for the provision of a PPT service in co-operation (e.g. authority and operator) may, in practice, seek to comply with the standard. In the latter situation, it is strongly recommended that the relationship between the parties be governed by a formal agreement (5.2). It is important to note that it is the service, not the service provider, which is in compliance with the standard. Annex A sets out the comprehensive list of quality criteria.</p>
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English version

Transportation - Logistics and services - Public passenger
transport - Service quality definition, targeting and measurement

Transport - Logistique et services - Transport public de
voyageurs - Définition de la qualité de service, objectifs et
mesures

Transport - Logistik und Dienstleistungen - Öffentlicher
Personenverkehr - Definition, Festlegung von
Leistungszielen und Messung der Servicequalität

This European Standard was approved by CEN on 30 December 2001.

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, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.



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Foreword

This document EN 13816 has been prepared by CEN/TC 320 "Transportation – Logistics and services", the secretariat of which is held by DS.

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 October 2002, and conflicting national standards shall be withdrawn at the latest by October 2002.

Certain parts have been prepared in corporation with experts from the QUATTRO project, supported by the European Union's Fourth Framework Transport RTD programme.

The annexes A, B and C are informative.

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, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

Introduction

The main purpose of the standard is to promote a quality approach to public transport operations and focus interest on customers' needs and expectations, by specifying procedures most likely to:

- draw the attention of the responsible parties to matters to be considered;
- lead to relevant and well-founded decisions particularly with regard to the allocation of responsibilities;
- enable customers, and others, to compare service quality claims from alternative suppliers, reliably;
- contribute to the implementation of a process of continuous improvement.

The requirements of the standard are such that entities, whether large or small, can benefit from its adoption and use.

Adoption of this European Standard may be appropriate for:

- 1) *Public Passenger Transport services for which a single operator carries sole responsibility for all major quality criteria, or two or more parties share responsibilities, in accordance with an agreement*

The requirements outlined in chapter 4 will permit full compliance with the standard. Compliance will assist service providers in the provision of public passenger transport that will more closely align with the expectations of the customers. To this end, provisions are made for using elements from a detailed definition of quality in public passenger transport presented as a list of quality criteria (annex A).

The benefits of complying with the standard will be an improved ability to allocate the resources available to the tasks most likely to produce added customer satisfaction and revenue to the service providers.

The standard includes recommendations for the preferred form and contents of agreements regarding quality between parties sharing responsibility for a public passenger transport (PPT) system, and invitations to tender. The recommendations include a guideline for allocation of responsibilities for the relevant quality parameters.

The standard also includes recommendations for the measurement of service quality.

- 2) *Authorities in a tendering/contracting situation, requiring that the service be provided in accordance with this standard*

In a tendering situation additional benefits are derived from applying this standard:

The bidder will be certain that all quality criteria not specifically mentioned in the tender document will not be his responsibility, and respect national and European legislation, and he need not, therefore, add a contingency allowance to his bid in order to cover implicit responsibilities which may be a matter of national or local tradition.

The bidder will be able to understand what is required of him more readily, as a result of the use of standard terms used in the list of quality criteria (Annex A) and defined in the glossary (Annex B).

It is recommended that a tender document, which requires that the service be provided in accordance with this standard, also includes requirements for the level of quality.

1 Scope

This European Standard specifies the requirement to define, target and measure quality of service in public passenger transport (PPT), and provides guidance for the selection of related measurement methods.

It is intended to be used by service providers in the presentation and monitoring of their services but is also recommended for use by authorities and agencies responsible for the procurement of PPT services in the preparation of invitations to tender.

Its use promotes the translation of customer expectations and perceptions of quality into viable, measurable, and manageable quality parameters.

It is recognized that a single individual or company, or two or more parties sharing the responsibility for the provision of a PPT service in co-operation (e.g. authority and operator) may, in practice, seek to comply with the standard. In the latter situation, it is strongly recommended that the relationship between the parties be governed by a formal agreement (5.2).

It is important to note that it is the service, not the service provider, which is in compliance with the standard.

Annex A sets out the comprehensive list of quality criteria.

Annex B provides a glossary of terms.

Annex C deals with aspects of performance measurement.

The standard is intended to be applicable to PPT services, as defined in 2.1 but need not exclude other transport services (e.g. charter and taxi systems).

2 Terms and definitions

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

2.1

public passenger transport

services which have the following characteristics:

- are open to all, whether travelling singly or in groups;
- are publicly advertised;
- have fixed times or frequencies, and periods of operation;
- have fixed routes and stopping places, or defined origins and destinations, or a defined operating area;
- are provided on a continuing basis, and
- have a published fare.

It is not limited by reference to:

- mode of transport;
- vehicle and infrastructure ownership;
- journey length;
- any necessity for pre-booking, or