

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

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 13850:2002+A1:2008 sisaldab Euroopa standardi EN 13850:2002+A1:2007 ingliskeelset teksti.</p> <p>Standard on kinnitatud Eesti Standardikeskuse 25.09.2008 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.</p> <p>Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on .</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 13850:2002+A1:2008 consists of the English text of the European standard EN 13850:2002+A1:2007.</p> <p>This standard is ratified with the order of Estonian Centre for Standardisation dated 25.09.2008 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.</p> <p>Date of Availability of the European standard text .</p> <p>The standard is available from Estonian standardisation organisation.</p>
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**Võtmesõnad:** definition, definitions, letters (document), letters (documents), mail, postal delivery, postal services, quality assurance, quality control, quality requirements, running time, services, time measurement

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English Version

**Postal service - Quality of service - 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 -  
Laufzeitmessung end-to-end für Vorrangssendungen und  
Sendungen erster Klasse

This European Standard was approved by CEN on 16 February 2002 and includes Amendment 1 approved by CEN on 4 February 2007.

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## Foreword

This document (EN 13850:2002+A1:2007) has been prepared by Technical Committee CEN/TC 331 "Postal services", the secretariat of which is held by NEN.

This document shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2007 and conflicting national standards shall be withdrawn at the latest by September 2007.

This document includes Amendment 1, approved by CEN on 2007-02-04.

This document supersedes EN 13850:2002.

The start and finish of text introduced or altered by amendment is indicated in the text by tags **A1** **A1**.

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

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and 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, postal customers and postal operators themselves.

The objective of the measurement is to estimate the transit time quality of service given to the customer in each European country domestically 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 transit time of the national and cross-border mail.

**[A1]** When EN 13850 was developed it was decided to base it on existing measuring systems already in use among the European Union member states. Since the publication of EN 13850 in 2002 more countries have joined the European Union which have increased the number of cross-border mail flows significantly and therefore made it necessary to adapt the standard accordingly.

Amendment 1 to this European Standard has been developed to make it possible to economically measure a larger number of mail flows from a wider range of countries than the original versions of the standard were made for.

Amendment 1 to this European Standard gives information on how to categorize mail flows for measuring purposes and explain how required accuracy for small and medium sized mail flows can be obtained by measuring under a consecutive number of years. **[A1]**

## 1 Scope

This European Standard specifies methods for measuring the end-to-end transit time of the domestic and cross-border priority single piece letter mail, collected, processed and distributed by postal service operators. It considers methods using a representative end-to-end sample of all types of single piece addressed letter 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.

The overall transit time quality-of-service result is to be expressed as percentage of mail delivered within  $J + n$  days end-to-end according to the EC postal directive.

This quality of service indicator does not measure the postal operator's overall performance in a way that 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 the last collection of the day meets customer's requirements.

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

This European Standard relates to the measurement of the so-called "normal" services given to private persons / households and businesses that post mail at street letter boxes, over the counter at post offices, have pick ups at their offices or give their mail directly at postal service operators sorting centres.

For technical reasons this European Standard may not in all parts be suitable for the measuring of very small volumes of mail and for operators with limited coverage.

This European Standard is not applicable for measuring the end-to-end transit time distribution of large bulk mailers' services and hybrid mail, which require different measurement systems and methodologies.

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

## 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 ISO 9000, *Quality management systems – Fundamentals and vocabulary (ISO 9000:2000)*.

EN ISO 9001, *Quality management systems – Requirements (ISO 9001:2000)*.

EN ISO 9004, *Quality management systems – Guidelines for performance improvements (ISO 9004:2000)*.

ISO 3534-1:1993, *Statistics - Vocabulary and symbols - Part 1: Probability and general statistical terms*.

ISO 3534-2, *Statistics - Vocabulary and symbols - Part 2: Statistical quality control*.

ISO 10005, *Quality management - Guidelines for quality plans*.

ISO 10007, *Quality management - Guidelines for configuration management*.

ISO 10011-1, *Guidelines for auditing quality systems – Part 1: Auditing*.

ISO 10011-2, *Guidelines for auditing quality systems – Part 2: Qualification criteria for quality systems auditors*.

ISO 10011-3, *Guidelines for auditing quality systems – Part 3: Management of audit programmes*.

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## 3 Terms and definitions

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

### 3.1

#### **accuracy**

closeness of agreement between a test result and the accepted reference value

NOTE 1 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. [ISO 3534-1]

NOTE 2 In this standard the accuracy is given by the length  $2\varepsilon$  of the confidence interval at the confidence level 95 % for the parameter being estimated, namely the probability of attaining the specification with respect to the transit time.

### 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 [EN ISO 9000]

### 3.4

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

sum of values divided by the number of values [ISO 3534-1]

### 3.5

#### **bring service**

mail collection or mail delivery service specifically contracted by the customer