

Postiteenused. Teenuse kvaliteet. Prioriteetsete ja esimese klassi üksikute kirisaadetiste postitamisest kättetoimetamiseni kulgemisaja mõõtmine

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 13850:2012 sisaldab Euroopa standardi EN 13850:2012 ingliskeelset teksti.	This Estonian standard EVS-EN 13850:2012 consists of the English text of the European standard EN 13850:2012.
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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 October 2012.

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COMITÉ EUROPÉEN DE NORMALISATION
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Foreword

This document (EN 13850:2012) 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of an identical text or by endorsement, at the latest by June 2013, and conflicting national standards shall be withdrawn at the latest by June 2013.

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

This document supersedes EN 13850:2002+A1:2007.

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, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

0 Introduction

0.1 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 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.

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.

0.2 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 service¹.

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.²

The mandate for this revised version of EN 13850:2002+A1:2007 is the Third mandate for Postal Services – M428:2008 which states that EN 13850 shall "take into account the local / regional / national specificities as well as the experience since its implementation, with the aim of having a more generic method in order to satisfy regulatory needs".

¹ 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)

² 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 European Standard 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 standard 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 standard to measure the postal operators' overall performance in a way that provides direct comparison of postal service providers.

This European Standard 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 European Standard includes flexibility areas for adapted implementation. For technical reasons this European Standard 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 European Standard 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 European Standard is also not designed to provide results for the measurement of parts of the distribution chain.

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

This European Standard 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

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN ISO 9001, *Quality management systems — Requirements (ISO 9001)*

EN ISO 9004, *Managing for the sustained success of an organization — A quality management approach (ISO 9004)*

EN ISO 19011:2011, *Guidelines for auditing management systems (ISO 19011:2011)*

ISO 3534-1:2006, *Statistics — Vocabulary and symbols — Part 1: General statistical terms and terms used in probability*

ISO 3534-2:2006, *Statistics — Vocabulary and symbols — Part 2: Applied statistics*

ISO 3534-3:1999, *Statistics — Vocabulary and symbols — Part 3: Design of experiments*

ISO 10005, *Quality management systems — Guidelines for quality plans*

ISO 10007, *Quality management systems — Guidelines for configuration management*

ICC/ESOMAR, *International Code of Marketing and Social Research Practice (1995 revision)*

3 Terms and definitions

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

3.1

accuracy

closeness of agreement between a test result and the accepted reference 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 3534:2006]

Note 2 to entry: In this standard the accuracy is expressed as $\pm\epsilon$, where 2ϵ 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 3534:2006]

3.5

bring service

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

3.6

business panellist

panellist with an address other than a household address such as a company or an organisation