

**Postiteenused. Teenuste kvaliteet.  
Tähitud posti ja muude postiteenuste  
kadude mõõtmine jälitussüsteemi abil**

Postal services - Quality of service - Measurement of loss of registered mail and other types of postal service using a track and trace system

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 14137:2003 sisaldab Euroopa standardi EN 14137:2003 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 06.06.2003 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 14137:2003 consists of the English text of the European standard EN 14137:2003.</p> <p>This document is endorsed on 06.06.2003 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><b>Käsitlusala:</b> This European Standard specifies methods for measuring the level of loss and substantial delay of domestic and cross-border registered letter mail, collected, processed and delivered by postal service providers. The resulting overall figure for loss and substantial delay is expressed as a percentage of the total posted registered mail collected or received by the postal service providers</p>	<p><b>Scope:</b> This European Standard specifies methods for measuring the level of loss and substantial delay of domestic and cross-border registered letter mail, collected, processed and delivered by postal service providers. The resulting overall figure for loss and substantial delay is expressed as a percentage of the total posted registered mail collected or received by the postal service providers</p>
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ICS 03.240

**Võtmesõnad:** after-sale services, lette, letters (document), loss measurement, mail, mathematical calculations, measurement, message, methodologies, methods, postal delivery, postal services, quality assurance, quality control, quality requirements, running time, services

ICS 03.240

English version

## Postal services - Quality of service - Measurement of loss of registered mail and other types of postal service using a track and trace system

Services postaux - Qualité du service - Mesure de la perte du courrier recommandé et d'autres types de services postaux par un système de traçabilité et de repérage

Postalische Dienstleistungen - Dienstqualität - Messung des Verlusts registrierter Sendungen und anderer Postdienste mit Hilfe eines "track and trace"-Systems

This European Standard was approved by CEN on 12 June 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 14137:2003) 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 March 2004, and conflicting national standards shall be withdrawn at the latest by March 2004.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

Annex A is normative. Annex B is 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 [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 included the reliability of services and treatment of problems of loss, theft and damage.

CEN was asked to draw up standards related to the methodology for the measurement of loss of mail at reasonable cost for some mail types within the universal service.

This standard refers to a number of principles and minimum requirements to be applied for the measurement of the level of loss of domestic and cross-border registered letter mail.

## 1 Scope

This European Standard specifies methods for measuring the level of loss and substantial delay of domestic and cross-border registered letter mail, collected, processed and delivered by postal service providers. The resulting overall figure for loss and substantial delay is expressed as a percentage of the total posted registered mail collected or received by the postal service providers.

This European Standard is applicable only to those service providers which have a measurement system in place which

- records each item as it is posted,
- records each item as it is delivered,
- can, by comparing these records, count the number of items which have been posted and not delivered.

This European Standard can be used if appropriate to measure the level of loss of other types of postal items for which such a measurement system is in operation.

This European Standard specifies requirements for the design and operation of the measurement system and for other procedures to allow the level of loss to be calculated.

This European Standard does not specify technical requirements for the design and operation of a registered letter service, except for purposes of measurement. It does not deal with the technical requirements of a track and trace system.

This European Standard includes specifications for the quality control of the measurement system and for the reporting of loss of mail.

## 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	2002	<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 14012		<i>Postal services – Quality of service – Measurements of complaints and redress procedures.</i>
ISO 19011		<i>Guidelines for quality and/or environmental management systems auditing.</i>
UPU S2 <sup>1</sup>		<i>Barcode Symbology for Postal Items.</i>

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<sup>1</sup> UPU documents are available from the Universal Postal Union International Bureau: