

**Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality**

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## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 15140:2006 sisaldab Euroopa standardi EN 15140:2006 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 29.05.2006 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 15140:2006 consists of the English text of the European standard EN 15140:2006.</p> <p>This document is endorsed on 29.05.2006 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></p> <p>This document provides basic requirements and recommendations for systems that measure delivered service quality of public passenger transport to be applied in the framework of EN 13816. The requirements and recommendations specified in this document apply both to third party measurements and measurements conducted by the service provider.</p>	<p><b>Scope:</b></p> <p>This document provides basic requirements and recommendations for systems that measure delivered service quality of public passenger transport to be applied in the framework of EN 13816. The requirements and recommendations specified in this document apply both to third party measurements and measurements conducted by the service provider.</p>
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Võtmesõnad:

English Version

**Public passenger transport - Basic requirements and  
recommendations for systems that measure delivered service  
quality**

Transport public de voyageurs - Exigences fondamentales  
et recommandations pour les systèmes de mesure de la  
qualité réalisée

Öffentlicher Personennahverkehr - Grundlegende  
Anforderungen und Empfehlungen für Systeme zur  
Messung der erbrachten Dienstleistungsqualität

This European Standard was approved by CEN on 16 March 2006.

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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 Central Secretariat has the same status as the official versions.

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

**Management Centre: rue de Stassart, 36 B-1050 Brussels**

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## Foreword

This European Standard (EN 15140:2006) has been prepared by Technical Committee CEN/TC 320 "Transport – 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 2006, and conflicting national standards shall be withdrawn at the latest by October 2006.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, 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 accordance with EN 13816, measurement of delivered service quality is part of the service quality loop, where the selection of quality criteria and appropriate measures may both reflect and determine targeted quality. Measurement is a valuable management and motivational tool provided it leads to improvement actions.

The validity of the measurement is affected both by design and conduct. This document is intended to help construct the measurement system and to help understand and reduce the causes of bias that any system of measurement may introduce.

## 1 Scope

This document provides basic requirements and recommendations for systems that measure delivered service quality of public passenger transport to be applied in the framework of EN 13816.

The requirements and recommendations specified in this document apply both to third party measurements and measurements conducted by the service provider.

## 2 Normative references

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

EN 13816:2002, *Transportation – Logistics and services – Public passenger transport – Service quality definition, targeting and measurement*.

## 3 Terms and definitions

For the purposes of this European Standard, the terms and definitions given in EN 13816:2002 and the following apply.

### 3.1

#### **continuous measurement**

collection of data that takes place all year round

### 3.2

#### **grid**

table used for collecting data and evaluating the various items composing a quality criterion

### 3.3

#### **indicator**

quantitative expression of a quality criterion resulting from a measurement process

### 3.4

#### **item**

measured component of complex quality criterion

### 3.5

#### **measurement process**

set of operations to determine the value of a measured quality criterion

### 3.6

#### **quality criterion**

representation of the customer view of the service provided, as stated in EN 13816:2002 subclause 3.2

### 3.7

#### **surveyor**

person collecting data