

English Version

**Postal services - Quality of service - Guide for the
implementation of EN 13850**

Services postaux - Qualité de service - Guide pour la mise
en oeuvre de l'EN 13850

Postalische Dienstleistungen - Dienstqualität - Leitfaden für
die Anwendung von EN 13850

This Technical Report was approved by CEN on 17 November 2005. It has been drawn up by the Technical Committee CEN/TC 331.

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Foreword

This Technical Report (CEN/TR 14709:2006) has been prepared by Technical Committee CEN/TC 331 "Postal services", the secretariat of which is held by NEN.

This Technical Report supersedes CEN/TR 14709:2003.

Introduction

This 2nd edition of CEN/TR 14709 is supplementary to EN 13850 *Postal services — Quality of service — Measurement of transit time of end-to-end services for single piece priority mail and first class mail* and its amendments. This revised version of CEN/TR 14709 includes information related to the extension of the EN 13850 to cover flows with smaller mail volumes in an enlarged EU. The text related to multiple operators is updated according to new developments.

CEN/TR 14709 provides information to be considered when implementing the EN 13850 and its amendments. It has been developed to guide postal operators and regulators as to the use, benefits and restrictions of the EN 13850 *Postal services — Quality of service — Measurement of transit time of end-to-end services for single piece priority mail and first class mail*. The first part of this Technical Report contains general information to guide regulators and operators in their decision on how and when to implement the standard. The second part of the report contains detailed information on how to interpret specific clauses in EN 13850 and its amendments and should be read in parallel with the standard.

In addition to referencing this technical report, those seeking to implement EN 13850 are advised to consult requirements and guidance from the national regulators and legislation that apply in their jurisdictions.

EN 13850 provides a defined set of minimum requirements to satisfy the information interests of the national regulatory authorities, postal customers and postal service providers for quality of service measurement, and to allow postal service providers to comply with the requirements of the 1997 Postal Directive of the European Commission.

1 Scope

This Technical Report is an implementation guide to EN 13850 and its amendments for use by postal operators, regulators and those responsible for commissioning, carrying out, or auditing the measurement of postal service quality. It gives information, which will facilitate the implementation of EN 13850. It gives an overview of the processes required and factors to consider when measuring quality of service. It provides guidance on alternative approaches allowed in the EN 13850 including how to select and calculate alternative or additional discriminant factors and methods for weighting of strata. It describes a process for implementation of the measurement system, and provides examples and clarification on specific requirements of EN 13850. It gives information on how to interpret the test results obtained by measurement according to the standard.

In all places where references in this Technical Report are made to EN 13850 it should be understood that it includes all amendments to EN 13850. This Technical Report does not alter in any way the requirements of EN 13850. It is concerned with technical issues in the implementation of the measurement system. The Technical Report provides guidance but it does not specify how the regulators shall enforce and monitor the use of the standard since this is the responsibility of the European Commission and the national regulatory authorities themselves.

Parts of this Technical Report may also be considered for guidance when implementing the following quality of service standards:

- CEN/TS 14773, Postal services — Quality of service — Measurement of loss and substantial delay in priority and first class single piece mail using a survey of test letters
- EN 14508, Postal services — Quality of service — Measurement of transit time of end-to-end services for single piece non-priority and second class mail
- EN 14534, Postal services — Quality of service — Measurement of transit time of end-to-end services for bulk mail