

ICS 03.240

English Version

**Postal services - Quality of service - Guide for the  
implementation of EN 14534 Measurement of the transit time of  
end-to-end services for bulk mail**

Services postaux - Qualité de service - Guide pour la mise  
en application de l'EN 14534 Mesure de la qualité de  
service de bout en bout pour courrier en nombre

Postalische Dienstleistungen - Dienstqualität - Leitfaden für  
die Anwendung von EN 14534 Laufzeitmessung end-to-end  
für Massensendungen

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## Foreword

This Technical Report (CEN/TR 15369:2006) has been prepared by Technical Committee CEN/TC 331 "Postal services", the secretariat of which is held by NEN.

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## Introduction

This Technical Report is supplementary to EN 14534 *Postal services - Quality of service - Measurement of transit time of end-to-end services for bulk mail*. It provides information to be considered when implementing the EN 14534. It has been developed to guide postal operators and regulators as to the use, benefits and restrictions of EN 14534. The first part of this 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 14534 and should be read in parallel with the standard.

In addition to referencing this Technical Report, those seeking to implement the standard are advised to consult requirements and guidance from the national regulators and legislation that apply in their jurisdictions.

EN 14534 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 14534 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 14534. 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 standard 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 14534. It gives information on how to interpret the test results obtained by measurement according to the standard.

This Technical Report does not alter in any way the requirements of EN 14534. 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.

## 2 Purpose and use of postal quality of service standards

### 2.1 General

EN 14534 *Postal services - Quality of service - Measurement of transit time of end-to-end services for bulk mail* has been developed in order to provide a standardised method that can be used throughout Europe for measuring the transit time of end-to-end mail services and to assist postal service providers in complying with the requirements of the 1997 Postal Directive of the European Commission.

For the implementation of EN 14534 and to guide the user of this and other quality of service standards the following facts and precautions may be considered.

EN 14534 contains a number of requirements, which may be agreed with or should be approved by national postal regulators.

EN 14534 specifies technical requirements for the measurement including the preparation of reports on the results of measurement. However EN 14534 does not state how and when results should be shared with postal customers and users, who will order measurement to take place, and who will pay for the measurement; these subjects are outside the standard and will be determined by legal and regulatory requirements.

### 2.2 Benefits of the quality of service standards

The standardised quality of service measuring methods provides a uniform way for measuring the end-to-end transit time of postal items. Postal regulators can refer to the standard when requiring information about quality of service for postal operators. For any minimum service levels required by the European Commission or by national Directives for operators in the universal service, requirements can be made that the service be measured according to EN 14534.

Standardised measurement methods may help to keep the cost of measuring down. They could also make it easier to find contractors familiar with the methods and to evaluate the work of contractors for measuring and auditing. The standardised measuring methods may also eliminate debates and uncertainties about results from varying measuring methods.

Using standardised measuring methods will assure that the measurement will be done in an objective and equal way for all operators in accordance with the requirements of the 1997 Postal Directive of the European Commission.