

ICS 03.240

English version

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

This Technical Report was approved by CEN on 13<sup>th</sup> September 2003. It has been drawn up by the Technical Committee CEN/TC 331.

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.



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

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

## Contents

Foreword.....	3
Introduction .....	3
<b>1 Scope .....</b>	<b>3</b>
<b>2 Purpose and use of postal quality of service standards.....</b>	<b>4</b>
2.1 General.....	4
2.2 Benefits of the quality of service standards .....	4
2.3 Limitations of EN 13850 .....	4
2.4 Interpretation of results .....	4
2.5 Use of survey results for quality improvement. ....	5
<b>3 Considerations before implementing the EN 13850 .....</b>	<b>5</b>
3.1 Regulations .....	5
3.2 Measuring body (Contractors for survey operation).....	5
3.3 Real mail information.....	6
<b>4 Implementing the standard.....</b>	<b>6</b>
4.1 Steps to consider before implementation.....	6
4.2 Considerations in case of multiple operators .....	7
4.3 Extension to a wider EU.....	8
4.4 General guidelines for regulators .....	10
4.5 Adjustments to design requirements to take account of national peculiarities. ....	10
4.6 Reporting of results.....	11
<b>5 Information regarding the interpretation of specific clauses and formulae in the standard .....</b>	<b>12</b>
<b>Annex A Implementation timetable.....</b>	<b>19</b>

## Foreword

This document (CEN/TR 14709:2003) has been prepared by Technical Committee CEN/TC 331, "Postal services", the secretariat of which is held by NEN.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to announce this CEN Technical Report: 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

This Technical Report 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*.

It provides information to be considered when implementing the EN 13850. It has been developed to guide postal operators and regulators as to the use, benefits and restrictions of EN 13850. 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 13850 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 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 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 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 13850. 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 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:

- prCEN/TS 14773 *Postal services - Quality of service - Measurement of loss of non-registered mail*
- EN 14508 *Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece non-priority and second class mail*
- prEN 14534 *Postal services - Quality of service - Measurement of the transit time of end-to-end services for bulk mail*

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

### 2.1 General

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* 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 13850 and to guide the user of this and other quality of service standards the following facts and precautions may be considered.

EN 13850 contains a number of requirements which may be agreed with or should be approved by national postal regulators.

EN 13850 specifies technical requirements for the measurement including the preparation of reports on the results of measurement. However EN 13850 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 provide 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 13850.

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.

The use of standards will ensure that reliable and correct information can be collected which can be presented to regulators and the public in an understandable way. It also allows the regulator to collect this information.

### 2.3 Limitations of EN 13850

The standard considers only the measurement of transit time (expressed as the percentage of mail delivered within  $J + n$  days end-to-end) and does not consider other aspects of service performance. For example, the date of deposit is defined by the last collection of the day but the standard does not measure whether the timing of the last collection of the day meets customers' requirement, nor how the times compare for different service providers. Similarly the standard considers the date of delivery but does not take into account the time of day when the item was delivered, whether or not there are more than one delivery each day, the condition of items when delivered or the queuing time at post offices etc.

Although the standard specifies a method that will be used by many postal operators, it shall be noted that the overall transit time quality of service result does not measure the postal operator's overall performance in a way that provides direct comparison of postal service operators.

### 2.4 Interpretation of results

Results from the quality of service measuring cannot always be used for direct comparison of the overall quality of service.