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Postal services - Quality of service - Information available on postal services

Services postaux - Qualité de service - Information disponible sur les services postaux

Postalische Deinstleistungen - Dienstqualität - Verfügbare Informationen über postalische Dienstleistungen

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Foreword

This document (CEN/TS 15511:2008) 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 Specification: Austria, Belgium, Bulgaria, 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.

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Introduction

In applying the European postal directives (97/67/CE and 2002/39/CE), standards regarding the quality of service are to be set and published in relation to the universal services. With the development of the internal market, these standards aim to ensure a better quality of universal services in Europe.

In this context, a project team was mandated (mandate M/312) by the European commission to develop a European standard or standards relating to the quality of access to postal services and to the quality of postal delivery. The work item was under the control of CEN Technical Committee 331. A report was produced by the project team which identified information availability with regard to access and delivery as a priority for standard development.

The intention of this document is to provide a measurement methodology to assess information availability using a desk research and a Mystery Shopper Approach. This document does not intend to impose service commitments.

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1 Scope

In applying the European postal directives (97/67/CE and 2002/39/CE), standards regarding the quality of service are to be set and published in relation to the universal services. With the development of the internal market, these standards aim to ensure a better quality of universal services in Europe.

In this context, a project team was mandated (mandate M/312) by the European commission to develop a European standard or standards relating to the quality of access to postal services and to the quality of postal delivery. The work item was under the control of CEN technical committee 331. A report was produced by the project team which identified information availability with regard to access and delivery as a priority for standard development.

This Technical Specification is intended to provide a measurement methodology to assess information availability using desk research and a Mystery Shopper Approach. The Technical Specification does not intend to impose service commitments.

Information is considered to be one of the key steps in accessing postal services and postal users need to have information available on the proposed services as well as the applicable conditions for access. Increasing the level of information available will inevitably reduce complaints, resulting in improved customer satisfaction and higher overall customer loyalty.

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 ISO 9001,*Quality management systems - Requirements (ISO 9001:2000)*

EN ISO 9004,*Quality management systems - Guidelines for performance improvements (ISO 9004:2000)*

ISO 3534-1:2006 *Statistics – Vocabulary and symbols – Part 1: General statistical terms and terms used in probability*

ISO 10005, *Quality management systems – Guidelines for quality plans*

ISO 10007, *Quality management systems – Guidelines for configuration management*

ISO 19011*, Guidelines for quality and/or environmental management systems auditing*

International Chamber of Commerce / ESOMAR International Code of Marketing and Social Research Practice, with attachments

3 Terms and definitions

3.1
access point
place where postal service is available

3.2
audit
systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively, and are suitable to achieve objectives

[EN ISO 9000, Quality audit]

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