

SLOVENSKI
PREDSTANDARD

SIST EN
13850:2004/oprA1:2005

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Poštna storitve – Kakovost storitev – Merjenje časa prenosa od sprejema do vročitve za posamične pošiljke prednostne pošte in pošte prvega razreda – Razširitev standarda, da upošteva tudi tokove manjših pošiljk v razširjeni EU

Postal service - Quality of service - Measurement of the transit time of end-to end services for single piece priority mail and first class mail - Extension of the standard to cover flows with smaller mail volumes in an enlarged EU

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ICS

English Version

Postal service - Quality of service - Measurement of the transit time of end-to end services for single piece priority mail and first class mail - Extension of the standard to cover flows with smaller mail volumes in an enlarged EU

Services Postaux - Qualité de service - Mesure du délai d'acheminement des services de bout en bout pour le courrier prioritaire égrené et de première classe - Extension de la norme pour traiter les flux dont le volume de courrier est plus petit, au sein d'une UE élargie

This draft amendment is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 331.

This draft amendment A1, if approved, will modify the European Standard EN 13850:2002. If this draft becomes an amendment, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for inclusion of this amendment into the relevant national standard without any alteration.

This draft amendment was established by CEN 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 Management Centre has the same status as the official versions.

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Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

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

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Contents

Page

Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail	5
Amendment 1: Extension of the standard to cover flows with smaller mail volumes in an enlarged EU	5
A.1 General.....	7
Annex F	8
(normative)	8
1 Relaxation related to changed requirements for smaller mail volumes in an enlarged EU.....	8
1.1 Introduction	8
1.1.1 Measurement period.....	8
1.1.2 Accuracy.....	8
1.2 Bounded Sample Size	9
1.3 Domestic mail flows	9
1.4 Cross Border Mail Flows.....	11

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Foreword

This document (EN 13850:2002/prA1:2005) has been prepared by Technical Committee CEN/TC 331 "Postal services", the secretariat of which is held by NEN.

This document is currently submitted to the CEN Enquiry.

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Introduction

When EN 13850 *Postal service – Quality of service – Measurement of the transit time of end-to-end services for single piece priority mail and first class mail* was developed it was decided to base it on existing measuring systems already in use among the European Union member states. Since the publication of EN 13850 in 2002 more countries have joined the European Union which have increased the number of cross-border mail flows significantly and therefore made it necessary to adapt the standard accordingly.

This amendment to the standard has been developed to make it possible to economically measure a larger number of mail flows from a wider range of countries than the original versions of the standard were made for.

The Amendment gives information on how to categorize mail flows for measuring purposes and explain how required accuracy for small and medium sized mail flows can be obtained by measuring under a consecutive number of years.

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Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail

Amendment 1: Extension of the standard to cover flows with smaller mail volumes in an enlarged EU

Page 12, subclause 4.1 after 4th paragraph

Add the following

using a test period of 1, 2 or 3 years according to Annex F. (Note)

For cross border mail flows in categories 2 or 3 according to Annex F it will take 2 or 3 years, respectively to reach the required accuracy for the particular size of mail flow.

Page 12, subclause 4.1 after 8th paragraph

Add the following

A field of study shall not be modified during a yearly test period or over the full period of the years needed for full accuracy.

Page 12, end of subclause 4.2.2

Add the following

In the cross-border case it shall be continuous for a field of study over the full period of the years needed for full accuracy. This does not necessarily mean that for cross-border mail flows all **dates** in a year must be covered. For example, it may be sufficient to select three out of five possible induction days randomly or according to a systematic rotation plan in each week of the year.

Page 14, just above the 4th paragraph from the end of subclause 5.3

Add the following

Note: The intrinsic accuracy of the real mail studies may therefore be lower for those fields of study where less measurement accuracy is required.

Page 15, end of subclause 5.4.4

Add the following

For cross-border mail flows in categories 2 or 3 according to Annex F, the representative stratification does not have to be achieved annually but it should be tried to come as close as possible in order to be able to reach a representative stratification for each full multi-year result.

For cross-border mails flows in categories 2 or 3 according to Annex F the annual sample sizes that compose a multi-year result shall be spread evenly over the test period and not differ relatively by more or less than 20% in any one year.

If the survey design is changed during the test period then checks shall be made that the results of the survey before and after the design change shall be combined in a way which is representative of real mail.

Page 17, subclause 5.6.2 replace whole subclause with

For the estimation \hat{P}_i , $i = 1,2$, the prescribed accuracy is given by the maximum length $2\varepsilon_i$ of the confidence interval for p_i , for a given confidence level $(1 - \alpha_i)$.

- for a domestic result per year, the confidence level is set to be $1 - \alpha_1 = 95\%$, and the maximum length of the confidence interval is set to (see Annex F for definition of country categories)

J+n performance \hat{P}_1	Category 1	Category 2	Category 3
90 % or more	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0200$
85 % to 90 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0237$
80 % to 85 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0222$	$2\varepsilon_1 = 0,0266$
75 % to 80 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0241$	$2\varepsilon_1 = 0,0287$
70 % to 75 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0255$	$2\varepsilon_1 = 0,0304$
65 % to 70 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0265$	$2\varepsilon_1 = 0,0317$
60 % to 65 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0272$	$2\varepsilon_1 = 0,0325$
55 % to 60 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0276$	$2\varepsilon_1 = 0,0330$
50 % to 55 %	$2\varepsilon_1 = 0,0200$	$2\varepsilon_1 = 0,0278$	$2\varepsilon_1 = 0,0332$

A maximum length of the confidence interval of for example $2\varepsilon_1 = 0,0200$ means an accuracy level of $\pm 0,01$.

- for a cross-border flow result per test period (1, 2 or 3 years according to flow categories in Annex F), the confidence level is set to $1 - \alpha_2 = 95\%$, and the maximum length of the confidence interval is set to:

J+n performance \hat{P}_2	Category 1	Category 2	Category 3
75 % or more	$2\varepsilon_2 = 0,1000$	$2\varepsilon_2 = 0,1000$	$2\varepsilon_2 = 0,1000$
70 % to 75 %	$2\varepsilon_2 = 0,1000$	$2\varepsilon_2 = 0,1057$	$2\varepsilon_2 = 0,1057$
65 % to 70 %	$2\varepsilon_2 = 0,1000$	$2\varepsilon_2 = 0,1100$	$2\varepsilon_2 = 0,1100$
60 % to 65 %	$2\varepsilon_2 = 0,1000$	$2\varepsilon_2 = 0,1130$	$2\varepsilon_2 = 0,1130$
55 % to 60 %	$2\varepsilon_2 = 0,1000$	$2\varepsilon_2 = 0,1148$	$2\varepsilon_2 = 0,1148$
50 % to 55 %	$2\varepsilon_2 = 0,1000$	$2\varepsilon_2 = 0,1153$	$2\varepsilon_2 = 0,1153$

A maximum length of the confidence interval of for example $2\varepsilon_2 = 0,1000$ means an accuracy level of $\pm 0,05$.

Page 17, subclause 5.6.3 after 2nd paragraph

Add the following

For cross-border mail flows in categories 2 or 3 according to Annex F, the results shall be cumulative over 2 or 3 years during the test period according to Annex F.

Page 18, end of subclause 5.7.2

Add the following

Due to small sample sizes for countries in categories 2 and 3, see Annex F, for domestic measurement, the above constraints are relaxed to an interval of [0,2 ; 5] and a maximum relative deviation of 30% and only when relevant.

For cross-border mail flows in categories 2 or 3 according to Annex F, the above constraints do not have to be fulfilled annually but only per full multi-year result and only when relevant.

Page 18, subclause 6.1 first paragraph

Delete the following

“in accordance with ISO 11180”

Page 21, Annex A.1 General, delete first two bullet points after the following sentence:

A.1 General

5.6.2 sets requirements for the accuracy of the estimator of the on-time probability P .

Page 52

Add the following annex before the Bibliography.