

SLOVENSKI
PREDSTANDARD

SIST EN
14508:2004/oprA1:2005

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

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

Services Postaux - Qualité de service - Mesure de la
qualité de service de bout en bout pour le courrier égrené
non prioritaire 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 14508:2003. 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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Foreword

This document (EN 14508:2002/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.

Introduction

When EN 14508 *Postal service – Quality of service – Measurement of the transit time of end-to-end services for single piece non-priority mail and second 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 14508 in 2003 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 was 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.

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

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

Page 5, subclause 4.1 after 2nd bullet

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 5, subclause 4.1 after 3rd bullet

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 6, end of subclause 4.2

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 6, end of clause 6

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 7, subclause 7.2

Change in first sentence “per year” to “per test period”.

Page 7, subclause 7.2 after 2nd indent

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 7, end of subclause 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.

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Annex F (normative)

Relaxation related to changed requirements to cover flows with smaller mail volumes in an enlarged EU

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

1.1 Introduction

Only for cross-border fields of study, it is allowed to relax the requirement of one annual figure. When the real mail volume in a given cross-border field of study is smaller than a certain limit or small compared to other fields of study then the full accuracy may be reached after a longer period than one year.

The results for cross-border flows reaching full accuracy after 2 or 3 years should not be reported until before these years have been completed. After that, the results should continue to be reported annually on a year-rolling basis.

Example

A certain small country-to-country flow is measured annually with 1/3 of the test mail volume that is required for full accuracy. It will reach full accuracy after three years of measurement:

End of year 1: No reporting of results.

End of year 2: No reporting of results.

End of year 3: Reporting of results based on accumulated period from year 1 to year 3.

End of year 4: Reporting of results based on accumulated period from year 2 to year 4.

End of year 5: Reporting of results based on accumulated period from year 3 to year 5.

And so on ...

1.2 Domestic mail flows

There is no change for domestic measurements.

1.3 Cross Border Mail Flows

The requirement of an annual accuracy of $\pm 10\%$ may not be reasonable for all cross border mail flows. Alternative ways to reach this accuracy level are measuring over a number of consecutive years or grouping countries together in one field of study.

After all cross border mail flows have been sorted by real mail volume for each outbound country they fall into the following three different categories:

- **Category 1:** Large size flows

Definition:

- at least 5 largest (real mail volume) outbound flows per country
- and at least representing 65% of total EU volume