

SLOVENSKI
PREDSTANDARD

SIST EN
14534:2004/oprA1:2005

december 2005

Poštne storitve – Kakovost storitev – Merjenje časa prenosa od sprejema do vročitve za masovno pošto – Dopolnilo 1: Razširitev standarda, da upošteva tudi tokove manjših pošilk v razširjeni EU

Postal services - Quality of service - Measurement of the transit time of end-to-end services for bulk mail - Amendment 1: 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 bulk mail - Amendment 1:
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 courrier en nombre
- Extension de la norme pour traiter les flux dont le volume
de courrier est plus petit, au sein d'une UE élargie

Postalische Dienstleistungen - Dienstqualität -
Laufzeitmessung end-to-end für Massensendungen -
Änderung 1: Erweiterung der Norm, um Sendungsströme
mit geringerem Sendungsumfang in einer erweiterten EU
zu erfassen

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 14534:2003. 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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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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Foreword

This document (EN 14534:2003/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 14534 *Postal service – Quality of service – Measurement of the transit time of end-to-end services for bulk 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 14534 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.

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Postal services - Quality of service - Measurement of the transit time of end-to-end services for bulk mail

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

Page 14, subclause 4.1 end of 3rd paragraph, replace 12 months with

1, 2 or 3 years according to Annex G.

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

Page 14, 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 15, subclause 4.2.4.1

Change “k” to “n” (2 times)

Page 18, just after the 4th bullet point in subclause 5.5, 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 19, end of subclause 5.6.4, add the following

For cross-border mail flows in categories 2 or 3 according to Annex G, 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 G 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 22, subclause 5.9.2, replace whole subclause with

For the estimation $\hat{P}_i$, $i = 1, 2$, the prescribed accuracy per test period 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 $1 - \alpha_i = 95\%$, and the maximum length of the confidence interval is set to
 - Priority: $2\varepsilon_i = 0,04$, this means an accuracy level of $\pm 0,02$
 - Non-Priority: $2\varepsilon_i = 0,06$, this means an accuracy level of $\pm 0,03$

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

Priority:

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 $\pm 0,05$.

Non-Priority: $2\varepsilon_2 = 0,20$, this means an accuracy level of $\pm 0,10$.

Page 22, subclause 5.9.3 after 2nd paragraph, add the following

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

Page 23, end of subclause 5.10.2, add the following

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

Page 27, Annex A.1 General, delete first two bullet points after the first sentence:

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

Page 24, subclause 6.1 first paragraph

Delete the following

“in accordance with ISO 11180!

Page 58

Add the following annex before the Bibliography.

Annex G

(normative)

Relaxation related to changed requirements due to 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

The following sections describe under which conditions and how relaxation is possible. Two fundamental aspects to be relaxed under certain conditions are:

Measurement period (section 4.1): "The measuring system shall at a minimum provide for one figure for each relevant field of study for a time period not longer than 12 months".

Accuracy (section 5.9.2): "for a cross-border flow result, [...] Priority: [...] an accuracy level of $\pm 0,05$ ".

1.1.1 Measurement period

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 ...

1.1.2 Accuracy

The prescribed accuracy levels in section 5.9.2 are based on the knowledge and experience of quality of service monitoring in many countries over many years. Therefore, the aim should be to reach these accuracy levels for any domestic or cross-border transit time measurement. Despite this, there may exist situations under certain conditions, in which it is advisable to relax these accuracy levels for cross-border priority fields of study. These conditions are: