SLOVENSKI STANDARD
SIST EN 14508:2004+A1:2007

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Poģtne storitve ï Kakovost storitev ï Merjenje ļ asa prenosa od sprejema do vroļ itve za posamiļ ne poģiljke neprednostne poģte in poģte drugega razreda

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

Postalische Dienstleistungen - Dienstqualität - Laufzeitmessung end-to-end für Einzelsendungen ohne Vorrang und Sendungen zweiter Klasse

Services postaux - Qualité de service - Mesure de la qualité de service de bout en bout pour le courrier égrené non prioritaire et de seconde classe

Ta slovenski standard je istoveten z: **EN 14508:2003+A1:2007**

ICS:

03.240	Poštne storitve	Postal services

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EUROPEAN STANDARD

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English Version

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

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This European Standard was approved by CEN on 3 March 2003 and includes Amendment 1 approved by CEN on 4 February 2007.

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Contents

Foreword

This document (EN 14508:2003+A1:2007) has been prepared by Technical Committee CEN/TC 331 "Postal services", the secretariat of which is held by NEN.

This document shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2007 and conflicting national standards shall be withdrawn at the latest by September 2007.

This document includes Amendment 1, approved by CEN on 2007-02-04.

This document supersedes EN 14508:2003.

The start and finish of text introduced or altered by amendment is indicated in the text by tags A1 A1.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: 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.

Introduction

In the Green paper on postal services in 1992 the European Commission emphasised the need to establish common rules for the development of community postal services and the improvement of quality of service. The Commission identified requirements for quality of service measurement that include:

— independent end-to-end measurement capabilities;

— a focus on cross-border delivery service performance;

— a single, uniform and reliable system for monitoring delivery service performance within the European Union.

The European Commission acknowledged that the different postal traditions and cultures in Europe would not allow for the establishment of one common unified European measurement system and that national systems should have sufficient degrees of freedom to reflect national needs and peculiarities. On the other hand, they should fulfil a defined set of minimum requirements to satisfy the information interests of the national regulatory authority, postal customers and postal operators themselves.

The objective of the measurement is to estimate the transit time quality of service given to the customer in each European country domestically and cross-border between the European countries.

This European Standard refers to a number of principles and minimum requirements to be applied for the measurement of the transit time of the national and cross-border mail.

This European Standard for single piece non-priority mail has been developed from EN 13850:2002 *Postal Services - Quality of Service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*. Both standards consider methods using a representative end-to-end sample of addressed letter mail. The additional specifications in this European Standard are required to define the minimum confidence levels for the measurement of non-priority mail.

〈A1〉 When EN 14508 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.

Amendment 1 to this European 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.

Amendment 1 to this European Standard 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. 〈A1〉

1 Scope

In addition to EN 13850:2002 *Postal Services - Quality of Service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*, this European Standard specifies methods for measuring the end-to-end transit time of domestic and cross-border non-priority single piece mail, collected, processed and distributed by postal service operators. It considers methods using a representative end-to-end sample of all types of single piece addressed letter mail.

This European Standard has been developed from and is compatible with the requirements of EN 13850:2002. As such, surveys for both priority and non-priority single piece mail may be undertaken concurrently whilst reporting separate estimates of priority and non-priority transit times.

The overall transit time quality-of-service result is to be expressed as percentage of mail delivered within *J* + *n* days end-to-end according to the EU "Postal directive"[1].

This European Standard relates to the measurement of so-called "normal" services given to private persons / households and businesses that post mail at street letter boxes, over the counter at post offices, have pick ups at their offices or give their mail directly at postal service operators' sorting centres.

For technical reasons this European Standard may not in all parts be suitable for the measuring of very small volumes of mail and for operators with limited coverage.

This European Standard is not applicable for measuring the end-to-end transit time distribution of large bulk mailers' services and hybrid mail, which require different measurement systems and methodologies.

2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text, and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

EN 13850:2002	*Postal Services - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*
EN ISO 19011	*Guidelines for quality and/or environmental management systems auditing*

NOTE: As the measurement method in this standard is based on the principles described in EN 13850:2002 it is necessary to follow in parallel the rules of that standard. For convenience, the references made in EN 13850:2002 are contained in the bibliography of this European Standard.

3 Terms and definitions

For the purposes of this European Standard the terms and definitions given in EN 13850:2002 will apply together with the following additional definition:

3.1
non-priority item
letter post item sent without priority, typically by surface, and receiving slower processing compared to items classified as priority

NOTE: Examples would be second class item, B class item.

4 Methodology

4.1 General

The system for measuring the distribution of the end-to-end transit time of non-priority single piece mail items shall be robust and shall give statistical measures at a defined level of accuracy.

The methodology shall comply with the requirements of EN 13850:2002. In particular the following requirements of EN 13850:2002 shall apply, but shall refer to non-priority instead of priority;

[1] Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of Community postal services and the improvement of quality of service (OJ L 15, 21.1.98, p. 14).

- The sample design shall be representative of real single piece mail flows.
- The measuring system shall provide one annual figure for each relevant field of study [A1] using a test period of 1, 2 or 3 years according to Annex A.

  NOTE For cross border mail flows in categories 2 or 3 according to Annex A it will take 2 or 3 years, respectively to reach the required accuracy for the particular size of mail flow. [A1].
- The field of study shall be defined and used consistently throughout the measurement. [A1] 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. [A1]
- The measuring methodology shall be objective and shall be audited.
- All measurements of transit time shall refer to end-to-end transit time.
- The measurement system shall be continuous.
- Panels of senders and receivers shall be independent of postal service operators and shall be managed according to the International Chamber of Commerce / ESOMAR International Code of Marketing and Social Research Practice including its attachment.

4.2 Calculation and presentation of transit time

The transit time of a postal item shall be measured in units of days and expressed as (J + n) days. J is the date of deposit provided posting takes place before the published last collection time at the point of induction of the mail.

For the purpose of this European Standard, transit times for domestic and cross-border mail shall be calculated according to a five-day working week calculation rule; whereby Saturdays, Sundays, and national holidays in the country of delivery are subtracted, in accordance with annex B.1 of EN 13850:2002.

For domestic mail, the transit times may, in addition, be calculated according to the weekend collection and delivery pattern provided, in accordance with one of the other calculation rules of annex B in EN 13850:2002, subject to the requirements of the national regulatory authority.

[A1] 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 need to 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. [A1]

4.3 Service performance indicators

4.3.1 General

The following indicators shall be used in the presentation of the service performance result.

4.3.2 On-time performance

The percentage of postal items delivered within the defined service standard. The result shall be presented as the percentage of postal items arriving by $J + n$, whereby J represents the day of deposit and n the number of qualifying days for the service standard.

All reports shall state the level of on-time performance accuracy achieved in the test period.

4.3.3 Cumulative distribution of delivery days

The cumulative percentage of mail delivered within a given period, from $J + k$ to $J + 10$ where k is the number of qualifying days defined by the service standard. All postal items delivered up to $J + 30$ shall be considered in the calculations. Postal items not delivered by $J + 30$ can be excluded.

5 Real mail studies

Real mail studies for domestic and cross-border mail measurement shall be implemented prior to the set up of the test mail measurement system in order to obtain the information needed for the sample design. Real mail studies implemented to obtain information for priority single piece sample designs may be extended to obtain equivalent information for non-priority single piece sample designs. Real mail studies shall follow clause 5.3 of EN 13850:2002.

6 Geographical stratification

Geographical stratification shall be the basis of the sampling design and shall follow clause 5.4 of EN 13850:2002.

A1⟩ For cross-border mail flows in categories 2 or 3 according to Annex A, 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 A 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. ⟨A1

7 Estimators of transit time

7.1 General

Probabilities for attaining the specifications set with respect to the end-to-end transit times of an item shall be estimated based on a sample and an estimator. According to the two different types of measurement results, two different estimators are necessary. Let:

— $\hat{P}_1$ be the estimator for p_1 the true probability for attaining the specification with respect to the transit time for domestic mail;

— $\hat{P}_2$ be the estimator for p_2 the true probability for attaining the specification with respect to the transit time for cross-border mail.

7.2 Accuracy

For the estimation $\hat{P}_i$, $i = 1,2$, the prescribed accuracy A1⟩ per test period ⟨A1 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, the confidence level is set to be $1 - \alpha_1 = 95$ %, and the maximum length of the confidence interval to $2\varepsilon_1 = 0{,}06$. This means an accuracy level of ± 0,03.

— for a cross-border field of study result, the confidence level is set to be $1 - \alpha_2 = 95$ %, and the maximum length of the confidence interval to $2\varepsilon_2 = 0{,}20$. This means an accuracy level of ± 0,10.

A1⟩ For cross-border mail flows in categories 2 or 3 according to Annex A, the results shall be cumulative over 2 or 3 years during the test period according to Annex A. ⟨A1

The accuracy of the transit time shall be assessed by calculating the variance of the estimator and the design factor. These calculations of the accuracy shall take into account as a minimum: