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Levels of performance and acceptance for street cleaning and municipal waste management services - Part 1: General requirements

Festlegung von Kriterien zur Leistungsbewertung von Dienstleistungen in der Straßenreinigung und Abfall- und Wertstofflogistik - Teil 1: Allgemeine Anforderungen

Niveaux de performance et d'acceptation pour les services de gestion des déchets municipaux et de nettoyage des chaussées - Partie 1: Exigences générales

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Levels of performance and acceptance for street cleaning and municipal waste management services - Part 1: General requirements

Niveaux de performance et d'acceptation pour les services de gestion des déchets municipaux et de nettoyage des chaussées - Partie 1: Exigences générales

Festlegung von Kriterien zur Leistungsbewertung von Dienstleistungen in der Straßenreinigung und Abfall- und Wertstofflogistik - Teil 1: Allgemeine Anforderungen

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

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Foreword

This document (FprEN 16250-1:2014) has been prepared by Technical Committee CEN/TC 183 “Waste management”, the secretariat of which is held by DIN.

This document is currently submitted to the Unique Acceptance Procedure.

FprEN 16250-1:2014 (E)

1 Scope

This European Standard lists the general requirements to define levels of performance and acceptance for street cleaning and waste management services and to take into account how to draw up and to operate service contracts for a better result in terms of qualitative and quantitative performances definition and survey, clearing agreements in case of deviations, economic optimisation, environmental sustainability and pollution prevention.

When the client is not a public administration but a private customer, purchasing street cleaning and/or municipal waste management services directly from the service provider, the standard is applicable, when appropriate; in this case the term "Administration" includes also these private customers.

This European Standard is intended for public authorities and other bodies (or actors) requiring street cleaning and/or waste management services as well as for public and private waste management companies offering services of street cleaning and/or of waste and recycling operations.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN ISO 9001:2008, *Quality management systems — Requirements*

ISO 10002, *Quality management — Customer satisfaction — Guidelines for complaints handling in organizations*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1 administration
part representing a local community in a contract or in a formal agreement for the fulfilment of a street cleaning and/or municipal waste management service

3.2 customer
end-user, singular (private householders or other subjects) or collective (administrations, companies, institutions)

3.3 service provider
actor that provides services, in form of private company or public department

3.4 waste management company
company which - either commercially or within the framework of commercial enterprises or public institutions - collects, transports, stores, treats, recovers or disposes of waste and on the strength of its organisation, workforce and technical equipment, is able to carry out independently one or more of the activities referred to above and with respect to one or more of these activities fulfils the requirements set forth by this standard pertaining to the company's organisation, personnel and activities, and to the reliability, technical competence and relevant skills of the legal representative and persons employed by the company

Note 1 to entry: Throughout the text both the term "company" and "waste management company" are used with the same meaning.

Note 2 to entry: An operating unit of a company that fulfils the requirements referred to in the above definition may also become a specialised waste management company. A specialised waste management company may confine its specialised waste management activities to certain types of waste or waste from certain areas of origin, or certain recovery or disposal operations or confine its operations to certain sites.

3.5

company operation chart

chart showing the company's organisational structure

Note 1 to entry: The operation chart shows which organisational units belong to which operation area; it contains clear descriptions of the units and their relationship to each other.

3.6

job description

company standardised specification (in written form) which, as a description, is binding and lays out the essential requirements pertaining to post-holders within the company

Note 1 to entry: It is additional component of the company operation chart to facilitate the structuring of duties and responsibilities. The job description details the capacity, duties and responsibilities, as well as required qualifications.

3.7

operation schedule

planning instrument for the best possible allocation of employees to the various positions required

Note 1 to entry: Attention should be paid to the job requirements for each position especially with regard to a continual workload.

3.8

basic entity

total of all considered units

3.9

control sample

spot check

one or more units taken from the basic entity or parts thereof

Note 1 to entry: The units could be, for example, objects or areas.

3.10

unrestricted random samples

random control samples, where every combination of n sample units is allocated the same sample probability

Note 1 to entry: The results of the unrestricted random samples will be referred to as a "random control sample" or just "random sample".

3.11

stratified samples

control samples taken from subgroups (strata) of the basic entity; these are taken as sample units with a pre-assigned sampling ratio

Note 1 to entry: Stratified samples can either be a random control sample or a systematically chosen control sample.

3.12

customer satisfaction management

measurement of the fulfilment and/or quality level of the service perceived by the end-user

FprEN 16250-1:2014 (E)**3.13****customer complaint**

communication or protest of an end-user because of an inadequacy of the service, addressed or conveyed to the specific office or to the responsible of the activity

3.14**jobbing contract****job contract**

regulation of an employer-employee relationship, usually by a collective agreement current in the specific line of business

3.15**quality control**

part of quality management focused on fulfilling quality requirements

[SOURCE: EN ISO 9000:2005, Definition 3.2.10]

3.16**quality management**

coordinated activities to direct and control an organisation with regard to quality

[SOURCE: EN ISO 9000:2005, Definition 3.2.8]

3.17**quality criteria**

criteria used to measure the quality of performance (e.g., attendance/non-attendance) against the service specifications

3.18**quality classification**

grading system measuring service quality

3.19**quality standard**

performance level required to meet the agreed services listed in the service specifications document

3.20**service provision**

service performance in accordance with the service specifications agreed to

3.21**service specification**

document containing a detailed description of the tasks to be performed, the frequency and the standard required

Note 1 to entry: The service specification document is part of the contract or service agreement.

3.22**service chart**

document relating performances fixed for all services of the contract, time and manners to remedy to eventual deviations, ways for users to complain the deviations or to ask for services on demand, eventual facilities for users giving same collaborations to the service or to the administration

3.23**certificate**

conformity evaluation, which declares that several legal regulations or standards are successfully maintained by a company (or a part of the company)

Note 1 to entry: The extent of the inspection and the data content of the certificate is regulated.