SLOVENSKI STANDARD
oSIST prEN 13850:2019

01-maj-2019

Poštne storitve - Kakovost storitev - Merjenje časa prenosa od sprejema do vročitve za posamične pošiljke prednostne pošte in pošte prvega razreda

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

Postalische Dienstleistungen - Dienstqualität - Messung der Durchlaufzeit von Einzelbriefsendungen mit Vorrang und Einzelbriefsendungen erster Klasse von Ende zu Ende

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

Ta slovenski standard je istoveten z: **prEN 13850**

ICS:

03.120.99	Drugi standardi v zvezi s kakovostjo	Other standards related to quality
03.240	Poštne storitve	Postal services

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

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English Version

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

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

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

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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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European foreword

This document (prEN 13850:2092) 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.

This document will supersedes EN 13850:2012.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association, and supports essential requirements of EU Directive(s).

For relationship with EU Directive(s), see informative Annex ZA, B, C or D, which is an integral part of this document.

Introduction

General

The European Commission emphasises the need to have common rules for the development of community postal services and the improvement of Quality-of-Service (QoS). The Commission has identified requirements for postal QoS-Measurement systems that include:

— Independent end-to-end measurement capabilities;
— A focus on national and cross-border distribution service performance;
— A single, uniform and reliable system for monitoring distribution service performance within the Union.

The Commission has 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 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 Commission, the regulatory authority, postal customers and postal operators themselves. Any regulatory authority is free to adapt to national circumstances where the standard gives room to do so.

The objective of the measurement is to estimate the end-to-end transit time QoS given to the customer domestically in each European country 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 end-to-end transit time service level.

Regulatory background

The regulatory basis of EN 13850 is laid out in the 97/67/EC, as amended by Directive 2002/39/EC and Directive 2008/6/EC.

Main guidance is given in Chapter 6 Quality of Service. Article 16 states: “Member States shall ensure that quality-of-service standards are set and published in relation to Universal Service in order to guarantee a postal service of good quality”.

Furthermore, EN 13850 is mandatory for measuring the performance levels of single piece priority or first class mail which falls under the universal service[1].

For intra-community cross-border mail of the fastest standard category a minimum QoS level is laid down in the Directive 97/67/EC. At least 85 % of all letters shall have an end-to-end transit time of J+3 and less and at least 97 % of all letters shall have an end-to-end transit-time of J+5 and less.[2]

The mandate for this revised version of EN 13850:2002+A1:2007 is the Third mandate for Postal Services – M428:2008 which states that EN 13850 shall “take into account the local / regional / national specificities as well as the experience since its implementation, with the aim of having a more generic method in order to satisfy regulatory needs”.

[1] See also: “Letter to all Members of the Postal Directive Committee, 21.03.2005, Brussels, Markt/E4/JR/DS/HM D(2005) – 2346” (N676, CEN/TC331)

[2] See also: “Postal Directive 97/67/EC: Article 18.1 and Annex” and “Postal Directive 2008/6/EC: Article 18.1 and Annex 2, Article 1”

1 Scope

This document specifies methods for measuring the end-to-end transit time of domestic and cross-border Single Piece Priority Mail (SPPM), collected, processed and delivered by postal service operators. It considers methods using representative end-to-end samples for all types of single piece priority mail services for addressed mail with defined transit-time service levels offered to the customer. This documentis applicable to the measurement of End-to-End priority mail services.

The standardised QoS-measurement method provides a uniform way for measuring the end-to-end transit time of postal items. Using a standardised measurement method will assure that the measurement will be done in an objective and equal way for all operators in accordance with the requirements of the Directive 97/67/EC and its amendments.

It is not the purpose of this standard to measure the postal operators' overall performance in a way that provides direct comparison of postal service providers.

This document relates to the measurement of the SPPM services given to household and business customers that post mail at street letterboxes, over the counter at post offices or have pick-ups at their offices. To cover flows with smaller mail volumes this document includes flexibility areas for adapted implementation. For technical reasons this document may not be suitable for the measurement of very small volumes of mail.

The end-to-end service measured may be provided by one operator or by a group of operators working either together in the same distribution chain or parallel in different distribution chains. This document is not applicable for the measurement of end-to-end transit times in fields of study with more than one induction operator (Multi-Operator Environments), which require different methodologies. The method for end-to-end measurement specified in this document is also not designed to provide results for the measurement of parts of the distribution chain.

This document is not applicable for the measurement of end-to-end transit times of bulk mailers' services and hybrid mail, which require different measurement systems and methodologies (see, for example, EN 14534 Measurement of the transit time of end-to-end services of bulk mail).

This document includes specifications for the quality control and auditing of the measurement system.

This document does not specify:

— the minimum acceptable level of accuracy that will be required by the national regulatory authority;
— the target(s) that the regulatory authority might set;
— how the regulatory authority should determine whether the target(s) have been met.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at http://www.electropedia.org/
- ISO Online browsing platform: available at http://www.iso.org/obp

3.1

accuracy

closeness of agreement between a test result or measurement result and the true value

Note 1 to entry: The term accuracy, when applied to a set of test results, involves a combination of random components and a common systematic error or bias component.

[SOURCE: ISO 3534-2:2006]

Note 2 to entry: In this standard the accuracy is expressed as ±ε, where 2ε is the length of the confidence interval at the confidence level 95 % for the parameter being estimated, namely the probability of attaining the transit time target.

3.2

aggregation

compounding of primary data into an aggregate for the purpose of expressing them in a summary form

3.3

audit

systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives

Note 1 to entry: The organisation carrying out the audit is called the auditor.

Note 2 to entry: A (full) audit may be carried out as an initial audit of a new or substantially changed system or as an initial audit by a new auditor. It may also be carried out as a re-audit of the same system by the same auditor in the next audit cycle.

Note 3 to entry: If an audit results in objections, then the auditor may require corrective actions until a defined deadline. A final check of these corrective actions is called *corrective audit.*

3.4

average (arithmetic mean)

sum of values divided by the number of values

[SOURCE: ISO 3534-1:2006]

3.5

bring service

mail collection or mail delivery service, specifically contracted by the customer

3.6
business panellist
panellist with an address other than a household address such as a company or an organisation

3.7
characteristic
distinguishing feature

Note 1 to entry: The characteristics may either help to identify or differentiate between items of a given population

Note 2 to entry: The characteristics may be either quantitative - by variables, or qualitative - by attributes.

[SOURCE: ISO 3534:2006]

Note 3 to entry: In this standard the population is SPPM items and the characteristics are related to type of senders, type of receivers, times and types of induction or delivery, physical aspects of test items, franking, etc.

3.8
city
geographically defined area according to national classification systems

3.9
clearance
operation of collecting postal items by a postal service provider

3.10
conformity
fulfilment of specified requirements

3.11
corrective action
action taken to eliminate the causes of an existing non-conformity, defect or other undesirable situation in order to prevent recurrence

3.12
country
territory of a nation with its own government

3.13
cross-border mail
mail from or to another state or from or to a third country

3.14
customer
natural or legal person purchasing a postal service from a postal operator

3.15
date of delivery
date on which a postal item is delivered to the address or to the addressee

3.16

date of induction (*J*)

date on which a postal item is posted, provided posting takes place before the last collection of that day

Note 1 to entry: The term date of induction has the same meaning as the term date of deposit in the Directive 97/67/EC.

Note 2 to entry: Last collection refers to the advertised last time for collection (not the actual time).

3.17

date of posting

date on which a postal item is posted (irrespective of whether it is posted before the advertised last collection of that day)

3.18

delivery point

physical location at which delivery of postal items by a postal operator takes place and where they leave the operator's responsibility

3.19

design basis

structure in the field of study for which the design of the measurement is representative. The design basis should be defined before the start of the measurement

Note 1 to entry: If a design basis other than measured real mail flows is selected, then statements regarding the representativity of the measurement shall be made in relation to the chosen design basis.

3.20

design factor

ratio of the variance of the estimator of the QoS indicator in the given sample design by the variance of the estimator in an elementary sample design of the same size. The design factor is always related to a given sample design and estimator

3.21

discriminant characteristic

characteristic affecting the outcome

Note 1 to entry: In this standard a characteristic is discriminant when the transit time significantly differs according to the different modes of the characteristic (see 6.4.2).

3.22

distribution

process from collecting mail at collecting points through sorting at the mail centre(s) to the delivery of mail items to the addressee

3.23

domestic mail

mail items sent and received within one country

3.24

effective sample size

total sample size divided by the design factor