



SLOVENSKI STANDARD

SIST EN 14534:2024

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Poštnе storitve - Kakovost storitev - Merjenje časa prenosa od sprejema do vročitve pri množični pošti

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

Postalische Dienstleistungen - Dienstqualität - Messung der Durchlaufzeit von Massensendungen von Ende zu Ende

Services postaux - Qualité de service - Mesure du délai d'acheminement des services de bout en bout pour le courrier en nombre

Ta slovenski standard je istoveten z: EN 14534:2023

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

Services postaux - Qualité de service - Mesure du délai d'acheminement des services de bout en bout pour le courrier en nombre

Postalische Dienstleistungen - Dienstqualität - Messung der Durchlaufzeit von Massensendungen von Ende zu Ende

This European Standard was approved by CEN on 8 October 2023.

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COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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EN 14534:2023 (E)**European foreword**

This document (EN 14534:2023) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by May 2024, and conflicting national standards shall be withdrawn at the latest by May 2024.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 14534:2016.

Annexes A to Annex G are normative.

Annexes A to Annex C and Annex F are covering the measurement of a single bulk mail induction.

Annex D, Annex E and Annex G are covering additional requirements for the measurement of aggregated or continuous fields of study.

Annexes H to Annex L are informative.

Any feedback and questions on this document should be directed to the users’ national standards body. A complete listing of these bodies can be found on the CEN website.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

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Introduction

The European Commission emphasizes 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 needs and peculiarities of national markets. On the other hand, they should fulfil a defined set of minimum requirements to satisfy the information interests if applicable of the Commission, the regulatory authorities, postal customers and postal operators themselves.

The objective of this standard is to define a modular QoS measurement system in a competitive commercial context. The measurement is designed to estimate the end-to-end transit time quality of service given to the postal customer. The measurement can be set up domestically in each European country and cross-border between the European countries.

This document refers to a number of principles and minimum requirements to be applied for the measurement of the end-to-end transit time service-level of bulk mail services. It is widely applicable for single-induction as well as continuous measurement applications. It provides recommendations on the comparability of different bulk mail transit time QoS measurement results and their use as key performance indicators.

This bulk mail standard has been developed from the requirements of EN 13850, *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 European Standards consider methods using a representative end-to-end sample of all types of addressed mail appropriate for their coverage. For the measurement of bulk mail services, a separate standard is required for the following reasons:

- **Senders:** Members of the public posting single items are replaced by businesses, small in number – posting large volumes of mail. Third party agents (consolidators, mailing houses, letter shops) may also act on behalf of posting customers.
- **Contracted Services:** Mail posted in bulk will often be mailed under a contract between the customer and the postal operator. Typically, bulk services require customers to standardize format and weight of their mailing, undertake a level of pre-sortation or to present mail in different ways according to the contract conditions.
- **Volumes of mailings:** Bulk mailings are large. They may contain thousands or millions of items.
- **Performance Measures:** On-time performance measures are expanded to provide different types of (i) *on*, (ii) *by* or (iii) *between* specific-dates performance depending on what is agreed with the postal customers or is specified for this service.
- **Discriminant Characteristics:** Test items shall match the characteristics of customer mailings. The range of characteristics relevant for the performance varies by type of mail service, and a wider set of potential characteristics should be considered. Greater flexibility is required to define for what part of the real mail logistics the results are representative for.

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- **Production of Test Mail:** For the inclusion of test mail in the customers bulk mailings a variety of methods may be appropriate. They include database-seeding methods used in different stages of the customer's mail production process as well as methods to include pre-produced test items in the customer's bulk mailing between production and induction of the customers' real mail.
- **Dates of induction:** The rules and requirements for bulk mail induction are more complex and may be specific to the contract between customer and postal operator.

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1 Scope

This document specifies methods for measuring the end-to-end transit time of *domestic* and *cross-border* bulk mail, collected, processed and delivered by postal service operators. It considers methods using representative end-to-end samples for all types of bulk mail services with defined transit time service-levels as offered to the postal customer. It specifies a set of minimum requirements for the design of a quality-of-service measurement system for bulk mail, involving the selection and distribution of test mail sent by business senders and received by selected panellists.

This document is applicable to the measurement of end-to-end *priority* and *non-priority* bulk mail services. For the purpose of this standard, bulk mail services can include all types of addressed bulk mail including, but not limited to letter mail, direct mail, magazines and newspapers and encombrant-format mailings.

This document relates to the measurement of bulk mail services offered to businesses that have pick-ups at their offices or give their mail to postal service operators. If a third-party agent acts for the postal operator, then the time the mail is handed over to the agent will form part of the measurement. Where a third-party agent acts for the sending customer, the measurement will be from the point when mail is handed over to the postal operator.

This document is of *modular structure*. It is designed to assess the service performance of postal operators for bulk mail services on the level of a single *bulk mailing* as defined by the postal customer or any aggregations thereof, including the performance of an individual customer / operator or the performance of a group of customers/operators or the performance at national level.

The standardized QoS measurement-method provides a uniform way for measuring the end-to-end transit time of postal items. Using a standardized measurement-method will ensure that the measurement will be done in an objective and equal way for all operators in accordance with the requirements of the current Postal Directive.

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. The method for end-to-end measurement specified in this document is not designed to provide results for the measurement of parts of the distribution chain.

This document does not include other service performance indicators than those related to end-to-end transit time. In particular, this standard does not measure whether the timings of collections meet customers' requirements.

The transit time quality-of-service result will be expressed as percentage of mail delivered *by, on or between* expected dates. These dates can be defined absolute as calendar-days or relative to the date of induction. The transit time calculation rule will be in whole days.

This quality of service indicator does not measure the postal operator's overall performance in a way, which provides direct comparison of postal service operators. This document nevertheless provides minimum requirements for the comparability of end-to-end transit time measurement results of specific bulk mailings.

This document is not applicable for the measurement of end-to-end transit times of single-piece mail services and hybrid mail, which require different measurement systems and methodologies (see, for example, EN 13850, *Postal Services — Quality of Services — Measurement of the transit time of end-to-end services for single piece priority mail and first-class mail*).

In certain circumstances, this standard allows a choice between alternatives to be made subject to the approval of the regulator. This approval is only necessary if the service is within the universal service obligation.

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

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2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13850:2020, *Postal services - Quality of services - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*

ICC/ESOMAR, *International Code of Marketing and Social Research Practice (latest version)*

3 Terms and definitions¹

For the purposes of this document, the terms and definitions given in EN 13850:2020 and the following apply.

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

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

3.1 General

3.1.1

bulk mail

large volume of mail having similar mail and induction characteristics

Note 1 to entry: Bulk mail items are usually from the same weight group and share the same size or shape characteristics.

Note 2 to entry: Bulk mail items have usually a common sender and share the same point(s) of induction.

Note 3 to entry: Bulk mail senders often share the outward processing of bulk mail by pre-sorting or segregating the mail to enable the postal operator to by-pass the first sortation stages.

Note 4 to entry: Regarding the volume and/or requirements of the induction process, bulk mail does not qualify as single piece mail.

3.1.2

bulk mailing

bulk mail posted by a single postal customer at the same induction point(s)

Note 1 to entry: A bulk mailing is defined by the postal customer, usually being a business.

Note 2 to entry: A bulk mailing usually covers one induction date or, in some cases, a small number of consecutive days of operation.

Note 3 to entry: Large bulk mailings may be inducted at more than one postal operator, depending on the areas of destination.

Note 4 to entry: Large bulk mailings may be inducted at two or three induction points, depending on the areas of destination.

¹ The listed terms and definitions of EN 13850 also apply to this EN; the terms specific to EN 14534 are included in this EN.

3.1.3

bulk mail campaign

finite set of bulk mailings following a defined pattern

Note 1 to entry: A bulk mail campaign is defined by the postal customer, usually being a business.

Note 2 to entry: A bulk mail campaign may comprise bulk mailings with different types of bulk mail.

Note 3 to entry: A bulk mail campaign may consist of cycles or waves in time of bulk mailings of similar nature.

3.1.4

(bulk mail) sender

organization sending bulk mail, usually being a business

Note 1 to entry: The bulk mail sender can be the postal customer or his agent.

Note 2 to entry: The postal customer or the customer's agent can be a consolidator or a mailing house / letter shop

3.1.5

business panellist

panellist with an address other than a household address such as a company or an organization

3.1.6

continuous measurement

measurement with mail allocated to all months of the year, and within the months to all weekdays of operation of the postal operator ('strictly continuous measurement')

Note 1 to entry: A measurement is also continuous in the context of this standard if bulk mailings are measured regularly with the same methodology for at least a calendar year ('continuous measurement').

Note 2 to entry: Relevant weekdays of operation are all possible weekdays of posting in accordance with the field of study and the chosen transit time calculation rule (see Annex B)

3.1.7

dimension

mail characteristic with at least two modes, used to form subgroups of mail flows whose quality of service is to be compared

3.1.8

fixed date of induction

contracted date, on which mail items that have been collected and put on hold, are to be distributed from their point of storage

Note 1 to entry: Contracted fixed dates of induction are to be accompanied by a last date of collection and a last collection time.

3.1.9

induction

takeover of the responsibility concerning a postal item and its distribution by a postal service provider

Note 1 to entry: 'Induction' is equivalent to 'Posting' when the posting is done before the last collection time.

EN 14534:2023 (E)**3.1.10****induction point**

physical location at which postal items are placed into the collection/acceptance system that is under the responsibility of the induction postal operator

3.1.11**last collection time**

advertised last time for collection or contracted latest time for collection

Note 1 to entry: The last collection time is often also called *last acceptance time* for which the postal operator states the transit time target.

Note 2 to entry: This is often not equal to the actual collection time, because from the postal work-organization point of view, the collection usually happens some time later than the advertised last collection time (e.g. the collection routing timetable can only be defined with some tolerance).

3.1.12**last date of collection**

contracted latest date for posting/collection for bulk mailings with a fixed date of induction

3.1.13**split induction**

bulk mailing with more than one induction date

Note 1 to entry: It may be possible to assign to each delivery destination of a split induction exactly one induction date.

3.2 Terms and definitions of EN 13850:2020 which also apply to this document

- accuracy
- aggregation
- audit
- average (arithmetic mean)
- characteristic
- continuous measurement
- corrective action
- country
- cross-border mail
- date of delivery
- date of induction (J)
- date of posting
- delivery point

- design basis
- design factor
- discriminant characteristic
- distribution
- domestic mail
- effective sample size
- end-to-end
- estimate
- estimator
- field of study
- independent performance monitoring organization
- measurement period
- metered mail
- non-priority item
- office of exchange
- on-time performance
- on-time probability
- one-operator field of study
- panel turnover
- panel rotation
- pick-up time
- postal area
- postal catchment area
- postal item
- postal performance indicator
- postal service
- posting
- priority item, first class item, a-class item

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- private panellist
- quality
- quality assurance
- quality control
- real mail flow
- real mail study
- rural
- service standard
- single piece mail
- sorting centre
- stratification
- study domain
- test item
- time of delivery
- time of posting
- transit time
- urban
- <https://standards.iteh.ai/catalog/standards/sist/6b95877a-cc5e-4d90-9d0f-69aba5f293c1/sist-en-14534-2024>
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4 Symbols and abbreviations

CMS	Continuous Measurement System
CMW	Calculated Mode Weights
df	Design factor
DMC	Discriminant Mail Characteristic
EC	European Commission
ESS	Effective Sample Size
EtE	End-to-End
IFW	Individual Final Weight
IRV	Intra-Relation Variation