



**NSAI**  
Standards

Irish Standard  
I.S. EN 14534:2016&AC:2017

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

**I.S. EN 14534:2016&AC:2017**

*Incorporating amendments/corrigenda/National Annexes issued since publication:*

EN 14534:2016/AC:2017

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*This document is based on:*

EN 14534:2016

*Published:*

2016-05-11

*This document was published under the authority of the NSAI and comes into effect on:*

2017-01-30

ICS number:

03.240

NOTE: If blank see CEN/CENELEC cover page

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## National Foreword

I.S. EN 14534:2016&AC:2017 is the adopted Irish version of the European Document EN 14534:2016, Postal services - Quality of service - Measurement of the transit time of end-to-end services for bulk mail

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EUROPEAN STANDARD

**EN 14534:2016/AC**

NORME EUROPÉENNE

January 2017

EUROPÄISCHE NORM

Janvier 2017

Januar 2017

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ICS 03.240

English version  
Version Française  
Deutsche Fassung

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 corrigendum becomes effective on 11 January 2017 for incorporation in the official English version of the EN.

Ce corrigendum prendra effet le 11 janvier 2017 pour incorporation dans la version anglaise officielle de la EN.

Die Berichtigung tritt am 11. Januar 2017 zur Einarbeitung in die offizielle Englische Fassung der EN in Kraft.



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

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

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Ref. No.: EN 14534:2016/AC:2017 E

EN 14534:2016/AC:2017 (E)

**1 Modification to A.3.2.2**

The fifth Formula, introduced by the sentence "[M] The corrected difference between the mailings' mean values

and the general mean value  $\sum_a \left(\frac{n_a}{n}\right)^2 (\hat{p}_{ab} - \hat{p})^2 - \sum_a \sum_b \left(\frac{n_{ab}}{n}\right)^2 (\hat{p}_{ab} - \hat{p})^2$  " is to read:

$$\sum_a \left(\frac{n_a}{n}\right)^2 (\hat{p}_a - \hat{p})^2 - \sum_a \sum_b \left(\frac{n_{ab}}{n}\right)^2 (\hat{p}_{ab} - \hat{p})^2$$

EUROPEAN STANDARD

**EN 14534**

NORME EUROPÉENNE

EUROPÄISCHE NORM

May 2016

ICS 03.240

Supersedes CEN/TR 15369:2006, EN  
14534:2003+A1:2007

English Version

## 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 4 February 2016.

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. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists 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 CEN-CENELEC Management Centre has the same status as the official versions.

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This document consolidates EN14534:2016 and the corrigendum EN14534:2016/AC:2017.



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

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

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## **European foreword**

This document (EN 14534:2016) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by NEN.

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 November 2016, and conflicting national standards shall be withdrawn at the latest by November 2016.

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 14534:2003+A1:2007 and CEN/TR 15369:2006.

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, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Annex A to Annex G are normative.

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

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

Annex H to Annex M are informative. They are the revised version of the Technical Report CEN/TR 15369:2006, *Postal Services – Quality of Service – Guidance for the implementation of EN 14534*. They cover both, a single bulk mailing as well as aggregated and continuous fields of study.

This document includes the corrigendum EN 14534:2016/AC:2017 which corrects the fifth Formula in A.3.2.2.

## 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 European 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 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 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 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 have to 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.

- **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.

## EN 14534:2016 (E)

### 1 Scope

This European Standard 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 European Standard 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 European Standard 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 European Standard 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 Directive 97/67/EC and its amendments.

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 European Standard is not designed to provide results for the measurement of parts of the distribution chain.

This standard 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 European Standard nevertheless provides minimum requirements for the comparability of end-to-end transit-time measurement results of specific bulk mailings.

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

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