



National Standards Authority of Ireland

STANDARD

I.S. CEN/TS 14773:2004

ICS 03.240

**POSTAL SERVICES - QUALITY OF SERVICE -
MEASUREMENT OF LOSS AND SUBSTANTIAL
DELAY IN PRIORITY AND FIRST CLASS
SINGLE PIECE MAIL USING A SURVEY OF
TEST LETTERS**

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TECHNICAL SPECIFICATION
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CEN/TS 14773

September 2004

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English version

**Postal services - Quality of service - Measurement of loss and
substantial delay in priority and first class single piece mail using
a survey of test letters**

Services postaux - Qualité du service - Mesurage des
pertes et des retards importants pour le courrier prioritaire
égrené et de 1^{ère} classe, à partir d'une enquête utilisant
des lettres d'essai

Postalische Dienstleistungen - Dienstqualität - Messung
des Verlustes und der erheblichen Verzögerungen von
Vorzugssendungen und Einzelsendungen erster Klasse
unter Verwendung von Testbriefen

This Technical Specification (CEN/TS) was approved by CEN on 26 January 2004 for provisional application.

The period of validity of this CEN/TS is limited initially to three years. After two years the members of CEN will be requested to submit their comments, particularly on the question whether the CEN/TS can be converted into a European Standard.

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Foreword

This document (CEN/TS 14773:2004) 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of an identical text or by endorsement, at the latest by March 2005, and conflicting national standards shall be withdrawn at the latest by March 2005.

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