



National Standards Authority of Ireland

IRISH STANDARD

I.S. EN 14137:2003

ICS 03.240

**POSTAL SERVICES - QUALITY OF SERVICE
- MEASUREMENT OF LOSS OF REGISTERED
MAIL AND OTHER TYPES OF POSTAL
SERVICE USING A TRACK AND TRACE
SYSTEM**

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English version

Postal services - Quality of service - Measurement of loss of registered mail and other types of postal service using a track and trace system

Services postaux - Qualité du service - Mesure de la perte du courrier recommandé et d'autres types de services postaux par un système de traçabilité et de repérage

Postalische Dienstleistungen - Dienstqualität - Messung des Verlusts registrierter Sendungen und anderer Postdienste mit Hilfe eines "track and trace" -Systems

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Foreword

This document (EN 14137:2003) 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of an identical text or by endorsement, at the latest by March 2004, and conflicting national standards shall be withdrawn at the latest by March 2004.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

Annex A is normative. Annex B is informative.

This document includes a Bibliography.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and the United Kingdom.

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Introduction

In the Green paper on postal services [1992] the European Commission emphasised the need to establish common rules for the development of community postal services and the improvement of quality of service. The Commission identified requirements for quality of service measurement that included the reliability of services and treatment of problems of loss, theft and damage.

CEN was asked to draw up standards related to the methodology for the measurement of loss of mail at reasonable cost for some mail types within the universal service.

This standard refers to a number of principles and minimum requirements to be applied for the measurement of the level of loss of domestic and cross-border registered letter mail.

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