



National Standards Authority of Ireland

IRISH STANDARD

I.S. CEN/TR 15472:2006

ICS 03.240

**POSTAL SERVICES - MEASUREMENT OF
TRANSIT TIMES FOR PARCELS BY THE USE
OF A TRACK AND TRACE SYSTEM**

National Standards
Authority of Ireland
Glasnevin, Dublin 9
Ireland

Tel: +353 1 807 3800
Fax: +353 1 807 3838
<http://www.nsai.ie>

Sales

<http://www.standards.ie>

*This Irish Standard was
published under the
authority of the National
Standards Authority of
Ireland and comes into
effect on:*

27 October 2006

**NO COPYING WITHOUT NSAI
PERMISSION EXCEPT AS
PERMITTED BY COPYRIGHT
LAW**

© NSAI 2006

Price Code J

Údarás um Chaighdeán Náisiúnta na hÉireann

TECHNICAL REPORT
RAPPORT TECHNIQUE
TECHNISCHER BERICHT

CEN/TR 15472

October 2006

ICS 03.240

English Version

**Postal services - Measurement of transit times for parcels by the
use of a track and trace system**

Services postaux - Mesure des temps de transit des colis
par l'utilisation d'un système de traçabilité

Postalische Dienstleistungen - Laufzeitmessung für
Päckchen mit Hilfe eines track and trace- Systems

This Technical Report was approved by CEN on 24 June 2006. It has been drawn up by the Technical Committee CEN/TC 331.

CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



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

Management Centre: rue de Stassart, 36 B-1050 Brussels

Contents	Page
Foreword.....	3
Introduction	4
1 Scope	5
2 Normative references	6
3 Terms and definitions	6
4 Transit time as a quality of service indicator.....	8
5 Methodology.....	14
6 Reporting	16
7 Quality control.....	18
Annex A (normative) Calculation rule.....	20
Annex B (normative) Consistency checks	25
Annex C (informative) Estimating the transit time	26
Bibliography	28

Foreword

This document (CEN/TR 15472:2006) has been prepared by Technical Committee CEN/TC 331 “Postal Services”, the secretariat of which is held by NEN.

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

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

Introduction

In the Green paper on postal services in 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 quality of service of mail at reasonable cost for some mail types.

The objective of the measurement is to estimate the transit time quality of service given to the customer in each European country domestically and cross-border between the European countries.

This Technical Report refers to a number of principles and minimum requirements to be applied for the measurement of transit time of domestic and cross-border parcels using a track and trace system.

A number of standards are available for the measurement of transit time for postal services without the use of a track and trace system. EN 13850 is for use with priority single piece mail, EN 14508 with single-piece non-priority mail, and EN 14534 with bulk mail.

EN 14137 may be used to measure loss of parcels using a track and trace system.

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- Looking for additional Standards? Visit Intertek Inform Infostore
 - Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation
-