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NSAI Standards

Irish Standard
I.S. EN 14508:2016

Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail

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I.S. EN 14508:2016

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National Foreword

I.S. EN 14508:2016 is the adopted Irish version of the European Document EN 14508:2016, Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN 14508

February 2016

ICS 03.240

Supersedes EN 14508:2003+A1:2007

English Version

Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail

Services postaux - Qualité de service - Mesure de la qualité de service de bout en bout pour le courrier égrené non prioritaire et de seconde classe

Postalische Dienstleistungen - Dienstqualität - Laufzeitmessung end-to-end für Einzelsendungen ohne Vorrang und Sendungen zweiter Klasse

This European Standard was approved by CEN on 18 December 2015.

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European foreword

This document (EN 14508:2016) 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of an identical text or by endorsement, at the latest by August 2016, and conflicting national standards shall be withdrawn at the latest by August 2016.

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 supersedes EN 14508:2003+A1:2007.

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

The two annexes in this standard have been retained to highlight the differences between the original standard from 2002 and then the amendment in 2007. The highly revised EN 13850:2012, from which this standard has been developed, contains a number of annexes that bring together the planning required to create a sample survey to measure on-time performance, the validation and analysis steps and then the means of calculating the statistical accuracy of the performance estimates produced.

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.

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Introduction

In the Green paper on postal services in 1992 the European Commission emphasized 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 include:

— independent end-to-end measurement capabilities;

— a focus on cross-border delivery service performance;

— a single, uniform and reliable system for monitoring delivery service performance within the European Union.

The European Commission 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 degrees of freedom to reflect national needs and peculiarities. On the other hand, they should fulfil a defined set of minimum requirements to satisfy the information interests of the national regulatory authority, postal customers and postal operators themselves.

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 European Standard refers to a number of principles and minimum requirements to be applied for the measurement of the transit time of single piece non-priority mail.

This European Standard for single piece non-priority mail has been developed from EN 13850:2012 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 standards consider methods using a representative end-to-end sample of addressed letter mail. The additional specifications in this European Standard are required to define the minimum confidence levels for the measurement of non-priority mail.

When EN 14508 was first developed it was decided to base it on existing measuring systems already in use among the European Union member states. The expansion of the European Union increased the number of cross-border mail flows and the standard was adapted in 2007 to make it possible to economically measure a larger number of mail flows from a wider range of countries. This was achieved by categorizing mail flows for measuring purposes and extending the measurement over a consecutive number of years.

In the earlier versions of EN 13850 and EN 14508 the requirements for the Minimum Sample Size (MSS) were given in terms of accuracy requirements for domestic and cross-border measurement systems. The basis of this was an accuracy calculation method which linked any accuracy requirement directly to a corresponding MSS.

The improved accuracy calculation method in EN 13850:2012 introduced a number of consequences which made it difficult to hold up this link. Annex B explains these consequences and how they have been overcome.

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1 Scope

In addition to EN 13850:2012 Postal Services - Quality of Service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail, this European Standard specifies methods for measuring the end-to-end transit time of domestic and cross-border non-priority single piece mail, collected, processed and delivered by postal service operators. It considers methods using a representative end-to-end sample of all types of single piece addressed letter mail with defined transit-time service levels offered to the customer. This standard is applicable to the measurement of End-to-End single piece non-priority mail services.

This European Standard has been developed from and is compatible with the requirements of EN 13850:2012. As such, surveys for both priority and non-priority single piece mail may be undertaken concurrently while reporting separate estimates of priority and non-priority transit times.

The overall transit time quality-of-service result is to be expressed as the percentage of mail delivered within *(J + n)* days end-to-end according to the EU Postal directive[1].

This European Standard relates to the measurement of so-called “normal” services given to private persons / households and smaller businesses that post mail at street letter boxes, over the counter at post offices, have bring services from their offices or give their mail directly at postal service operators’ sorting centres.

For technical reasons this European Standard may not in all parts be suitable for the measurement of very small volumes of mail and for operators with limited coverage.

This European Standard is not applicable for measuring the end-to-end transit time distribution of large bulk mailers’ services or hybrid mail, which require different measurement systems and methodologies; (see, for example, EN 14534 Measurement of the transit time of end-to-end services of bulk mail).

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13850:2012, *Postal Services - Quality of Services - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*

NOTE As the measurement method in this standard is based on the principles described in EN 13850:2012 it is needed to follow in parallel the rules of that standard. For convenience, the references made in EN 13850:2012 are contained in the bibliography of this European Standard.

[1] Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of Community postal services and the improvement of quality of service (OJ L 15, 21.1.98, p. 14).

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3 Terms and definitions

For the purposes of this document, the following term and definition applies.

3.1
non-priority item
letter post item sent without priority, typically by surface, and receiving slower processing compared to items classified as priority as defined nationally

EXAMPLE second class item, B class item.

4 Methodology

4.1 General

The system for measuring the distribution of the end-to-end transit time of non-priority single piece mail items shall be robust and shall give statistical measurements at a defined level of accuracy.

The methodology shall comply with the requirements of EN 13850:2012. In particular the following requirements of EN 13850:2012 shall apply, but shall refer to non-priority instead of priority:

— The sample design shall be representative of real non-priority single piece mail flows.

— The measurement system shall provide one annual figure for each relevant field of study using a test period of 1 year, 2 years or 3 years according to Annex A.

NOTE For cross border mail flows in categories 2 or 3 according to Annex A it will take 2 or 3 years, respectively to reach the required accuracy for the particular size of mail flow.

— The field of study shall be defined and used consistently throughout the measurement. A field of study shall not be modified during a yearly test period or over the full period of the years needed for full accuracy.

— The measuring methodology shall be objective and shall be audited.

— All measurements of transit time shall refer to end-to-end transit time.

— The measurement system shall be continuous.

— Panels of senders and receivers shall be independent of postal service operators and regulatory authority and shall be managed according to the International Chamber of Commerce / ESOMAR International Code of Marketing and Social Research Practice including its attachment. In addition, all requirements regarding integrity of the measurement shall follow EN 13850:2012, 6.6.

4.2 Calculation and presentation of transit time

The transit time of a postal item shall be measured in units of days and expressed as ($J + n$) days. J is the date of deposit provided posting takes place before the published last collection time at the point of induction of the mail.

For the purpose of this European Standard, transit times for domestic and cross-border mail shall be calculated according to a five-day working week calculation rule; whereby Saturdays, Sundays, and national holidays in the country of delivery are subtracted, in accordance with EN 13850:2012, B.1.

For domestic mail, the transit times may, in addition, be calculated according to the weekend collection and delivery pattern provided, in accordance with one of the other calculation rules of EN 13850:2012, Annex B, subject to the requirements of the national regulatory authority.

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