

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

The European Standard EN 14137:2003 has the status of a
British Standard

ICS 03.240

National foreword

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The UK participation in its preparation was entrusted to Technical Committee SVS/4, Postal services, which has the responsibility to:

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- present to the responsible international/European committee any enquiries on the interpretation, or proposals for change, and keep the UK interests informed;
- monitor related international and European developments and promulgate them in the UK.

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Postal services - Quality of service - Measurement of loss of
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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

This European Standard was approved by CEN on 12 June 2003.

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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 Management Centre has the same status as the official versions.

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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of an identical text or by endorsement, at the latest by March 2004, and conflicting national standards shall be withdrawn at the latest by March 2004.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.

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.

1 Scope

This European Standard specifies methods for measuring the level of loss and substantial delay of domestic and cross-border registered letter mail, collected, processed and delivered by postal service providers. The resulting overall figure for loss and substantial delay is expressed as a percentage of the total posted registered mail collected or received by the postal service providers.

This European Standard is applicable only to those service providers which have a measurement system in place which

- records each item as it is posted,
- records each item as it is delivered,
- can, by comparing these records, count the number of items which have been posted and not delivered.

This European Standard can be used if appropriate to measure the level of loss of other types of postal items for which such a measurement system is in operation.

This European Standard specifies requirements for the design and operation of the measurement system and for other procedures to allow the level of loss to be calculated.

This European Standard does not specify technical requirements for the design and operation of a registered letter service, except for purposes of measurement. It does not deal with the technical requirements of a track and trace system.

This European Standard includes specifications for the quality control of the measurement system and for the reporting of loss of mail.

2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text, and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

EN 13850	2002	<i>Postal services – Quality of service – Measurement of the transit time of end-to-end services for single piece priority mail and first class mail.</i>
EN 14012		<i>Postal services – Quality of service – Measurements of complaints and redress procedures.</i>
ISO 19011		<i>Guidelines for quality and/or environmental management systems auditing.</i>
UPU S2 ¹		<i>Barcode Symbolology for Postal Items.</i>

¹ UPU documents are available from the Universal Postal Union International Bureau:

Case Postale 13, CH 3000 Berne 15, Switzerland
Tel: +41.31.350.3111; Fax: +41.31.350.3110;
URL: <http://www.upu.int>

3 Terms and definitions

For the purposes of this European Standard, the following terms and definitions apply.

3.1

complainant

any natural or legal person who makes a complaint [EN 14012]

3.2

complaint

communication from a complainant about something that does not meet his or her expectations about the postal service or the "Customer Charter" [EN 14012]

NOTE 1 In relation with complaints, the expression "postal service" includes claimed or proposed service levels, specific requirements of the postal service, service regulations, and delivery conditions.

NOTE 2 Suggestions, communications, service enquiries, and requests for information are not considered as complaints.

NOTE 3 A "Customer Charter" is a statement published by the service provider containing commitments to customers or users.

3.3

item arriving late

postal item delivered to the recipient in a time longer than the service provider's promised service standard but within a specified period of time

NOTE The specified period is defined in 4.2 of this European Standard.

cf. **lost or substantially delayed (3.5)**

3.4

justified complaint

complaint regarding a subject for which the service provider, after investigation if necessary, recognises that it may not have fulfilled its obligations in whole or in part [EN 14012]

NOTE Examples of the obligations of the service provider are its general terms and conditions and its regulatory and legal requirements.

3.5

lost or substantially delayed (item)

postal item not delivered, in whole or in part, to the recipient within a specified period of time

NOTE 1 The specified period is defined in 4.2 of this European Standard.

NOTE 2 Items that can neither be delivered to the intended receiver nor returned to sender, because, for example, they are incorrectly addressed, should not be counted as lost for the purposes of this European Standard.

cf. **item arriving late (3.3)**

3.6

on-time performance

proportion of items with transit times meeting the specification [EN 13850]

Formal definition: $\frac{1}{N(t)} \sum_{i=1}^{N(t)} X_i$ where $N(t)$ is the total number of postal items inducted during the period,

and $X_i = 1$ if postal items i fulfils the specification and otherwise $X_i = 0$