



BSI Standards Publication

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

National foreword

This British Standard is the UK implementation of EN 14508:2016. It supersedes BS EN 14508:2003 which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee SVS/4, Postal services.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2016. Published by BSI Standards Limited 2016

ISBN 978 0 580 62470 4

ICS 03.240

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 29 February 2016.

Amendments issued since publication

Date	Text affected
------	---------------

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.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

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 CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of 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 United Kingdom.



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

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

© 2016 CEN All rights of exploitation in any form and by any means reserved worldwide for CEN national Members.

Ref. No. EN 14508:2016 E

Contents	Page
European foreword	3
Introduction	4
1 Scope	5
2 Normative references	5
3 Terms and definitions	6
4 Methodology	6
4.1 General.....	6
4.2 Calculation and presentation of transit time	6
4.3 Service performance indicators.....	7
4.3.1 General.....	7
4.3.2 On-time performance	7
4.3.3 Cumulative distribution of delivery days.....	7
5 Real mail studies	7
6 Geographical stratification	7
7 Estimators of transit time	7
7.1 General.....	7
7.2 Accuracy	8
7.3 Minimum Sample Size	8
7.3.1 Domestic measurement systems.....	8
7.3.2 Cross-border measurement systems	9
8 Test mail characteristics	9
9 Report	10
10 Quality control and auditing	10
Annex A (normative) Relaxation related to flows with small real mail volumes	11
A.1 General.....	11
A.2 Introduction	11
A.3 Cross border mail flows	11
Annex B (informative) Changes to the 2007 version of EN 14508	13
B.1 Methodology	13
B.1.1 Accuracy and Minimum Sample Size (MSS)	13
B.1.2 MSS for flows with small real mail volumes	13
B.2 Transit-time calculation rule.....	14
B.3 Accuracy calculation method.....	14
B.3.1 Improved applicability.....	14
B.3.2 Reduced bias in calculation.....	15
Bibliography	16

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.

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.