PD CEN/TR 16915:2015

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Postal Services — Quality of service — Damage to postal items

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

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Services postaux - Qualité de service - Dommages aux envois postaux

Postalische Dienstleistungen - Dienstqualität - Beschädigung von Postsendungen

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European foreword

This document (CEN/TR 16915:2015) 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.

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Introduction

The postal services sector offers an essential communication infrastructure of major economic and social importance for commercial users and consumers. Postal services have a substantial effect on the competitiveness of other sectors and European cohesion in general. In particular, the effectiveness of postal services is crucial for the development of business to business and home delivery in Europe and therefore is considered as a service of general economic interest (SGEI).

Directive 97/67, in particular its Article 20, recognizes the importance of the role of standardization and also takes into account the wellness of users in particular. The European Commission has further supported the process of technical standardization in the postal sector through mandates to the European Committee for Standardization (CEN). A first standardization mandate (M/240) was issued in March 1996. Based on the progress achieved within this mandate, a second CEN mandate (M/312) was issued by the Commission in 2001.

The European Commission has recently issued another mandate to CEN (M/428) requesting CEN to perform standardization activities in order to adjust the existing European Standards for postal services in a multi-players environment, to develop new technical standards to improve the interoperability in the postal sector and to study the feasibility of new standards in the area of quality of service (QoS).

This document was developed based on experiences of project team PT-I, in working group CEN/TC 331/WG 1. A final result of PTI project was Feasibility study when the PT-I came to the conclusion, that:

— the project as a European Standard (EN) is not feasible,

— it is feasible to develop a guide with the best practice/benchmark list,

— the guide can be published either as TR or attached as an informative annex to the EN 14012.

Finally, the TR as guide to EN 14012 related to best practice related to minimizing number of damages and actions to mitigation effects of damages of postal items was chosen.

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1 Scope

This Technical Report is an extension as a guide to the European Standard EN 14012 with regard to damage of postal items. EN 14012 recommends:

The continual improvement of the overall quality of service is an objective of the complaint handling system, and using the information from the complaint handling process to improve the overall quality of service should be a permanent objective of any postal organization.

Complaint handling processes should allow analysis of complaint causes.

However, it does not contain detailed guidelines to possible solutions. Damages are a rare event and a standard for measurement proved not to be feasible. This document contains a set of best practices dedicated to use by postal operators regardless of their size and users of postal services.

2 Terms and definitions

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

2.1
CN43/BDV
verification note, i.e. a form to report an anomaly or a set of anomalies with a letter mail dispatch or a consignment to a partner postal operator

Note 1 to entry: BDV - *bulletin de vérification*, the form in French.

2.2
CP78/BDV
verification note, i.e. a form to report an anomaly or a set of anomalies with a parcel dispatch or a consignment to a partner postal operator

Note 1 to entry: BDV - *bulletin de vérification*, the form in French.

2.3
damaged postal item
postal item which is not in the same condition as the provider accepted it from the sender

Note 1 to entry: The term “damage to postal items” usually implies that the contents of postal items are partially or completely damaged so that they became partly or whole unusable for their intended purposes, especially, for the purpose which that content had for the sender when he sent it to the recipient.

2.4
postal item
item addressed in the final form in which it is to be carried by a postal service provider

Note 1 to entry: In addition to items of correspondence, such items also include for instance books, catalogues, newspapers, periodicals or containing merchandise with or without commercial value.

2.5
postal services
services involving the clearance, sorting, transport and delivery of postal items

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3 Main issues concerning the damages of postal items

3.1 General

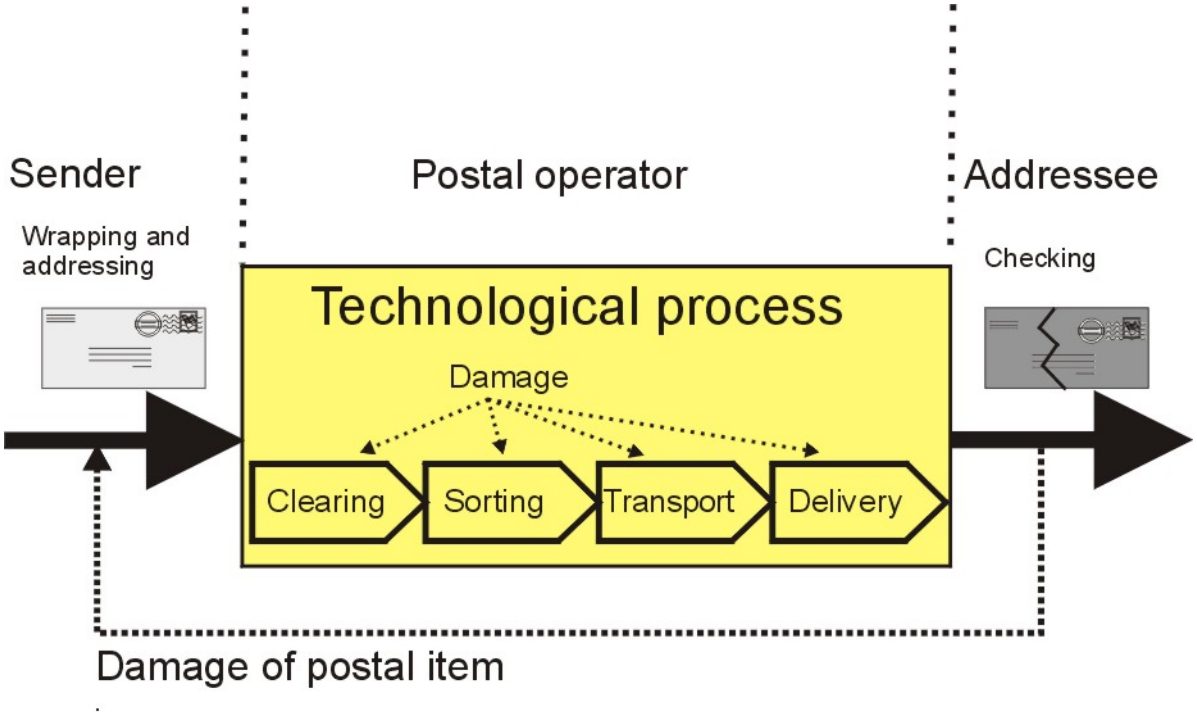

Figure 1 — Damage of postal item

The definition from EN 14012:2008, 3.16 item damage complaint also includes damage to the wrapping / envelope. From the technical point of view, the wrapping protects the contents from the damage during the whole technological process and, if the wrapping had been damaged before the delivery to the addressee, that event would likely lead to the damage of the content. Therefore, analysis of causes of damage to the wrapping may also be relevant.

It should be taken under consideration that only damages covering loss or damages of contents will be complained about. What's more, the client cannot raise the complaint if item was damaged and repaired without damage or loss content. Therefore complaint database can be source of information only for postal items damaged in big degree.

3.2 Solutions applied by operators

All participated parties that are the sender, the addressee and the operator are interested in delivery of letter / parcel in good condition. There are two cases that should be considered:

a) E-commerce. The sender sells things generally in factory made, good quality packaging, which is resistant to typical events related to transportation. Usually the shop adds corporate packaging, which is a next layer of wrapping and make packaging more safe.

b) Private sender, who hasn't experienced in packaging and in this case support of operator is expected.

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