

	Poštové služby. Kvalita služby. Meranie nesprávneho doručenia. Realizačná správa.	TNI CEN/TR 16706 01 0705
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Postal Services - Quality of Service - Measurement of incorrect delivery - Feasibility Report

Táto technická normalizačná informácia obsahuje anglickú verziu CEN/TR 16706:2014.
This Technical standard information includes the English version of CEN/TR 16706:2014.

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TECHNICAL REPORT

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RAPPORT TECHNIQUE

TECHNISCHER BERICHT

July 2014

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English Version

Postal Services - Quality of Service - Measurement of incorrect delivery - Feasibility Report

Services postaux - Qualité de service - Mesure de la livraison erronée - Rapport de faisabilité

Messung fehlerhafter Zustellung - Machbarkeitsstudie

This Technical Report was approved by CEN on 7 June 2014. It has been drawn up by the Technical Committee CEN/TC 331.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
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Foreword

This document (CEN/TR 16706:2014) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by NEN.

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1 Scope

This Technical Report provides the results of a feasibility study to determine whether a European Standard for the measurement of incorrect delivery could be developed. CEN/TC331 decided a European Standard was not feasible but that the results should be kept and the report transferred into this Technical Report.

NOTE 1 At the end of 2011, TC/331/WG1 established Project Team F to research the measurement of incorrect delivery in accordance with the tender “RENEWED open call for project team experts for the execution of the work called for in the grant agreement SA/CEN/ENTR/EFTA/428/2009-06 Postal Services - Elaboration and adoption of standards documents in the EU and EFTA”. The Working Plan of PT F was approved at the plenary meeting of CEN/TC 331 in December 2011.

NOTE 2 According to the Working plan, PT-F presented to the TC/331/WG1 a first report at the meeting in Belgrade in March 2012. PT-F expressed the opinion that the development of a standard was not feasible and that they suspected that a standardization document would not produce the expected results, that is a reduction in the number of incorrectly delivered postal items. PT-F highlighted that such a measurement system had no capability to recognize and record when a real event occurred (only when the sender and/or the receiver submitted a complaint), and therefore it will be unreliable. PT-F also mentioned the difficulty in finding existing and feasible measurement methods which would reliably measure such rare events.

NOTE 3 In an open discussion with WG1 members at the March 2012 meeting, PT-F also mentioned a previous Feasibility Study and other research which came to the same conclusion that such a measurement is not feasible. PT-F and WG1 proposed to TC331 to adopt the feasibility study on “Measurement of incorrect delivery” at the Plenary Meeting in Ljubljana in May 2012.

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