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Postal services - Quality of delivery: Reforwarding

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Postal services - Quality of delivery: Reforwarding

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European foreword

This document (CEN/TR 16894:2015) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by NEN.

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Introduction

The European Commission emphasises the need to have common rules for the development of community postal services and the improvement of Quality of Service (QoS).

The purpose of re-forwarding of postal items standardization is to supply all POs with a useful set of rules how to measure the QoS in re-forwarding. A survey among operators showed that all contributing countries provide this type of service, although with varying offers on type of mail, duration of contract, and modes of processing. The technical recommendations on re-forwarding measurement take the varying service levels into account and should be flexible towards any PO's service offer.

It is essential to set the re-forwarding monitor up as an independent measurement, performed by an independent network of senders and receivers managed by an independent supplier.

Beyond this, this document describes a best practice approach of measuring re-forwarding with a basic design and sample. The design can be extended and refined to meet more advanced criteria of representative sampling, e.g. in mail characteristics, geographical spread, customer type, and differentiation of performance indicator. It is recommended to focus on the type of contract that covers the majority of contracts, e.g. on the domestic measurement (although re-forwarding contracts are offered as cross-border service as well), and / or on those of private households or permanent relocation.

The measurement should be based on a defined methodology which shall be objective and be auditable even if no audit is foreseen. The methodology and the sample design should be defined before the start of the measurement.

1 Scope

This Technical Report specifies methods for measuring the quality of a re-forwarding service of domestic addressed mail that is collected, processed and delivered by postal service operators. As a European Standard or technical specification it relates to the measurement of services given to household and business customers who receive mail at their homes, their post office boxes, or at their office premises and have contracted their national Postal Operator (PO) to re-forward their mail for a defined stretch of time to an address that deviates from the one presented on the postal items that are to be delivered to them.

It is not the purpose of this standard to measure the POs performance in a way that provides direct comparison of postal service providers.

2 Symbols and abbreviations

koniec náhľadu – text ďalej pokračuje v platenej verzii STN