

<b>TNI</b>	<b>Poštové služby</b> <b>Štúdia realizovateľnosti merania času prepravy</b> <b>poštových zásielok v cezhraničnom styku</b> <b>využívajúc skutočné toky</b>	<b>TNI</b> <b>CEN/TR 17386</b>  96 1024
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Postal services - Transit time measurement for cross border postal items using real mail feasibility study

Táto technická normalizačná informácia obsahuje anglickú verziu CEN/TR 17386:2019.  
This Technical standard information includes the English version of CEN/TR 17386:2019.

Táto technická normalizačná informácia bola oznámená vo Vestníku ÚNMS SR č. 03/20

**130558**

**TECHNICAL REPORT****CEN/TR 17386****RAPPORT TECHNIQUE****TECHNISCHER BERICHT**

September 2019

ICS 03.240

English Version

## Postal services - Transit time measurement for cross border postal items using real mail feasibility study

Services postaux - Mesure du délai d'acheminement du courrier transfrontière à partir des flux réels - Rapport de faisabilité

Postalische Dienstleistungen - Messung der Durchlaufzeit von grenzüberschreitenden Postsendungen unter Nutzung von echten Sendungsdaten

This Technical Report was approved by CEN on 21 July 2019. It has been drawn up by the Technical Committee CEN/TC 331.

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## **European foreword**

This document (CEN/TR 17386:2019) 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 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.

**CEN/TR 17386:2019 (E)****Introduction**

Under the current Standardization Request M/548, CEN and CEN/TC 331 Postal services identified a need for a feasibility study to use real mail processing in the measurement of the quality performance. This feasibility study has been carried out, researching the costs versus the benefits of a method for transit time measurement for cross border postal items using real mail.

Based on this study, it became clear that the time and resources needed to develop such a method are too extensive to justify it. Therefore, the members of CEN/TC 331 Postal services have decided that this method is not feasible and that the method will not be developed within the current Standardization Request M/548.

## **1 Scope**

The scope of this document is a feasibility study that was carried out to explore the use of real mail data in measurement of the transit time of end-to-end services for single piece cross-border priority mail. In this document a description is given of the context, the way this study was carried out, the results of the study and the advice given to CEN/TC 331 Postal services and, finally, CEN and the European Commission.

## **2 Normative references**

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13850:2012, *Postal Services - Quality of Services - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*

**koniec náhľadu – text ďalej pokračuje v platenej verzii STN**