

DIN EN 14508:2016-06 (E)

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

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