

# DIN EN 13850:2007-06 (E)

Postal service - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail (includes Amendment A1:2007)

---

<b>Contents</b>		<b>Page</b>
Foreword .....		3
Introduction .....		4
<b>1</b>	<b>Scope .....</b>	<b>4</b>
<b>2</b>	<b>Normative references .....</b>	<b>5</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>5</b>
<b>4</b>	<b>Transit time as a quality of service indicator .....</b>	<b>12</b>
4.1	General .....	12
4.2	Calculation and presentation of transit time .....	12
4.2.1	Measurement unit .....	12
4.2.2	Continuity of measurement .....	12
4.2.3	Calculation of the transit time .....	12
4.2.4	Service performance indicators .....	13
<b>5</b>	<b>Methodology .....</b>	<b>13</b>
5.1	General .....	13
5.2	Representative sample design .....	13
5.3	Real mail studies .....	14
5.4	Geographical stratification .....	14
5.4.1	General .....	14
5.4.2	Geographical stratification parameters .....	14
5.4.3	Stratification for domestic mail .....	15
5.4.4	Stratification for cross-border mail .....	15
5.5	Geographical distribution of the panel .....	16
5.6	Estimators .....	17
5.6.1	General .....	17
5.6.2	Accuracy .....	17
5.6.3	Measurement results .....	18
5.6.4	Calculation of the accuracy .....	18
5.6.5	Panel turnover .....	18
5.7	Aggregation of results .....	18
5.7.1	Strata weights based on real mail data .....	18
5.7.2	Weighting due to non-response and invalid test items .....	19
5.7.3	Design changes due to annual mail characteristics and postal flows changes .....	19
<b>6</b>	<b>Test mail characteristics .....</b>	<b>19</b>
6.1	General .....	19
6.2	Highly discriminant mail characteristics .....	20
6.3	Discriminant mail characteristics .....	20
<b>7</b>	<b>Report .....</b>	<b>20</b>
<b>8</b>	<b>Quality control and auditing .....</b>	<b>21</b>
<b>Annex A (normative) Variance of the estimator of the on-time probability .....</b>		<b>22</b>

<b>Annex B (normative) Calculation rule .....</b>	<b>36</b>
<b>Annex C (normative) Quality control and auditing .....</b>	<b>41</b>
<b>Annex D (informative) Real mail studies .....</b>	<b>45</b>
<b>Annex E (informative) Validation rules for test items .....</b>	<b>53</b>
<b>Annex F (normative) !Relaxation related to changed requirements for smaller mail volumes in an enlarged EU .....</b>	<b>54</b>
<b>Bibliography .....</b>	<b>60</b>