

# 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

---

<b>Contents</b>		<b>Page</b>
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