

DIN EN 13850:2020-10 (E)

Postal services - Quality of services - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail

| Contents | | Page |
|---|--|-------------|
| European foreword | | 3 |
| Introduction | | 4 |
| 1 Scope | | 5 |
| 2 Normative references | | 6 |
| 3 Terms and definitions | | 6 |
| 4 Symbols and abbreviations | | 14 |
| 5 Transit time as a Quality-of-Service indicator | | 15 |
| 6 Methodology | | 17 |
| 7 Report | | 25 |
| 8 Quality control and auditing | | 29 |
| 9 The annexes | | 30 |
| Annex A (normative) Accuracy calculation | | 31 |
| Annex B (normative) Transit Time Calculation Rule | | 41 |
| Annex C (normative) Quality control and auditing | | 49 |
| Annex D (normative) Relaxation related to flows with small real mail volumes | | 53 |
| Annex E (informative) Purpose of postal Quality of Service standards | | 57 |
| Annex G (informative) Design basis | | 67 |
| Annex I (informative) Application of the accuracy calculation | | 104 |
| Bibliography | | 116 |