

# 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

---

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