

# DIN EN 14534:2024-03 (E)

## Postal services - Quality of service - Measurement of the transit time of end-to-end services for bulk mail

---

<b>Contents</b>		<b>Page</b>
European foreword .....		4
Introduction .....		5
1	Scope .....	7
2	Normative references .....	8
3	Terms and definitions .....	8
3.1	General .....	8
3.2	Terms and definitions of EN 13850:2020 which also apply to this document .....	10
4	Symbols and abbreviations .....	12
5	Transit time as a Quality-of-Service indicator .....	13
5.1	General .....	13
5.2	Transit time calculation .....	14
5.2.1	Measurement unit .....	14
5.2.2	Establishing the date of induction .....	14
5.2.3	Calculation of the transit time .....	16
6	Methodology .....	16
6.1	Representative sample design .....	16
6.2	Minimum Sample Size (MSS) .....	17
6.3	The design basis .....	17
6.3.1	General .....	17
6.3.2	Choice of the design basis .....	17
6.3.3	Evaluation of the design basis .....	17
6.4	Discriminant Mail Characteristics (DMC) .....	18
6.4.1	General .....	18
6.4.2	DMC in aggregated fields of study .....	18
6.4.3	Geographical stratification .....	19
6.5	Geographical distribution of the receiver panel .....	20
6.6	Creation of test mail .....	21
6.6.1	General .....	21
6.6.2	Logistic structure of a bulk mailing .....	21
6.6.3	Separate production and manual inclusion methods .....	22
6.6.4	Address seeding methods .....	23
6.7	Documentation of date and time of posting .....	23
6.8	Integrity of the measurement .....	24
7	Report .....	25
7.1	Measurement results .....	25
7.2	Service Performance Indicators .....	25
7.2.1	Available types of indicators .....	25
7.2.2	Accuracy .....	26
7.3	Weighting of the results .....	27
7.3.1	Reasons for implementing a weighting system .....	27
7.3.2	Weighting caps .....	27
7.4	Content .....	28

8	Quality control .....	29
9	The Annexes .....	29
	Annex A (normative) Accuracy calculation .....	31
	Annex B (normative) Transit Time Calculation .....	42
	Annex C (normative) Comparability of Measurement Results .....	46
	Annex D (normative) Design of aggregated Fields of Study .....	52
	Annex E (normative) Additional Requirements for continuous Fields of Study [CMS/SCMS] .....	57
	Annex F (normative) Quality control .....	65
	Annex G (normative) Auditing .....	68
	Annex H (informative) Purpose of postal Quality of Service standards .....	70
	Annex J (informative) Design basis .....	81
	Annex L (informative) Application of the accuracy calculation .....	111
	Bibliography .....	123