

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)

Contents		Page
Foreword		3
Introduction		4
1	Scope	4
2	Normative references	5
3	Terms and definitions	5
4	Transit time as a quality of service indicator	12
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
5	Methodology	13
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
6	Test mail characteristics	19
6.1	General	19
6.2	Highly discriminant mail characteristics	20
6.3	Discriminant mail characteristics	20
7	Report	20
8	Quality control and auditing	21
Annex A (normative) Variance of the estimator of the on-time probability		22

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