



**CERP PROJECT TEAM  
“SUPERVISION/MARKET DATA”**

**CERP QUALITY OF  
SERVICE REPORT 2008**

**Brussels, 3 December 2009**

## **FOREWORD**

First of all, I would like to thank the European Committee for Postal Regulation (CERP) for having placed its trust in me to head this project group. I hope the result will meet the expectations. One of the tasks of the new PT "Supervision/Market data" was to produce an annual CERP quality of service report.

Of course CERP already published two reports regarding the implementation of CEN QoS standards in 2005 and 2007. The primary focus of those reports was the implementation of CEN standards. Whereas the second report partly dealt with QoS results, the current report deals with QoS results in the broad sense. Furthermore this report puts QoS results in a time perspective.

Bringing this task to a favorable conclusion was only possible thanks to the efforts made by all the members of the project team and all countries who have responded to the CERP questionnaire.

I would also like to thank the subgroup members of the CERP project team "Supervision/market data", namely Igor Hacin of the Post and Electronic Communications Agency of the Republic of Slovenia (Slovenia), Dr. Frank Raudszus of Bundesnetzagentur (Germany) and Mathias Henricson of the Swedish Post and Telecom Authority PTS (Sweden).

Furthermore, I would like to thank two people personally for their unconditional support, firstly Mr Ulrich Dammann, Chairman of CERP and secondly Mr Jean-Luc Dutordoit, Administrator at the Belgian Institute for Postal Services and Telecommunications (BIPT).

Finally, I am grateful to my employer, BIPT, for the time, the means and the support I was given to accomplish this task.

Joost Callaert,  
Senior Advisor BIPT  
Chairman of CERP PT "Supervision/market data"

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## INTRODUCTION

Quality of service appears to be essential to users on the one hand and to market monitoring on the other. Especially, quality of service is one of the key tasks of NRAs.

In this report the CERP PT “Supervision/market data” has focused on Quality of service results.

For collecting data on this topic CERP sent out a brief questionnaire to its members in May 2009. The following 28 countries responded to the questionnaire: Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom.

All these data have been compiled in an extensive Excel-database which contains data for the period 2005 till 2008. The first results were presented and discussed in detail at the CERP PT meeting “Supervision/market data” in Ljubljana in June 2009.

To avoid all these data being distributed among all CERP members the idea is to produce a comprehensive annual quality of service CERP report.

As a first step the Project Group drew up a questionnaire to gather the information needed from the various ministries and regulators. In annex you will find this questionnaire.

The purpose of the questionnaire was to seek information on the following areas regarding implementation of CEN QoS standards:

- Measurement of the transit time of end-to-end services for single piece priority mail and first class mail;
- Measurement of loss of mail;
- Measurement of loss and substantial delay of priority and first class mail using a survey of test letters;
- Sanctions regime;
- Other indicators;
- Contact persons.

This is not a country analysis, but – in accordance with the mandate of the Project Team – a general analysis of QoS aspects.

Please note that this report is based on data provided by CERP members. If we have made any references to a country's situation that are not correct, please contact the PT chairman so that he can correct or modify the report accordingly.

The structure of the report is based on the structure of the questionnaire.

It is the hope of the Project Team that this report is a source of enrichment and a tool for your domestic policy.

## **1. Measurement of transit time**

This section is divided into 4 parts, according to 3 CEN standards of quality of postal services and 1 technical report, all referring to measurement of transit time:

- EN 13850: Measurement of the transit time of end-to-end services for single piece priority mail and first class mail
- EN 14508: Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail
- EN 14534: Measurement of the transit time of end-to-end services for bulk mail
- TR 15472: Measurement of the transit time for parcels with track and trace system

Besides objectives and results of transit time countries were also asked about the way of publication of the objectives and the results, state of implementation of standards as well as whether measurement takes place according to standards and technical report. This additional questions concerns only domestic service.

The responses to this section of the questionnaire were given by 28 countries.

### **EN 13850: Measurement of the transit time of end-to-end services for single piece priority mail and first class mail – domestic service**

#### **What are the objectives and results?**

The time limit of prescribed objectives and consecutively achieved results are not the same for the CERP members who contributed to this part of the questionnaire. The monitoring of the transit time of end-to-end domestic services for single piece priority mail and first class mail goes from D+1 until D+5.

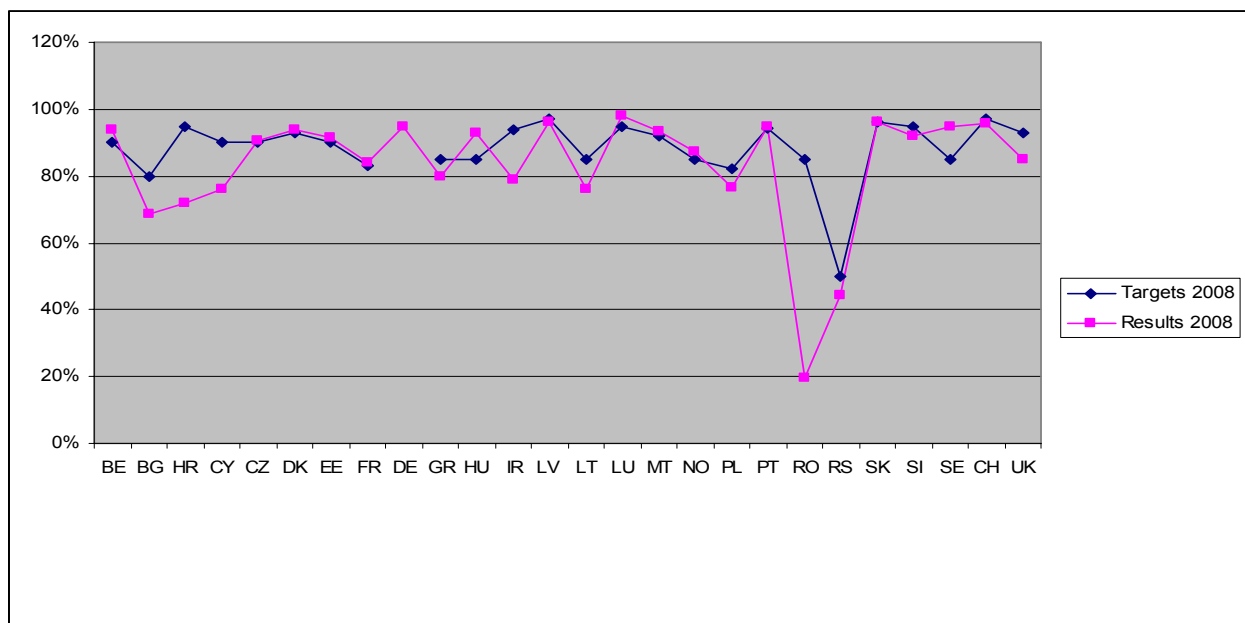
- **D+1**

The responses to the question on the objectives and the results of transit time for first class / priority single piece mail for domestic service was given by 27 countries.

All responding countries have delivered the objectives and / or results (table 1). It is also important to point out that Spain has no objective for transit time D+1, because this service doesn't exist.

**Table 1: Quality of Service for first class / priority, single piece, domestic mail (D+1) in 2008**

	Objectives 2008	Results 2008	Respect the objective
Belgium	90%	93,80%	yes
Bulgaria	80%	68,80%	no
Croatia	95%	72,10%	no
Cyprus	90%	76,30%	no
Czech Rep.	90%	90,64%	yes
Denmark	93%	93,70%	yes
Estonia	90%	91,50%	yes
France	83%	83,90%	yes
Germany	80%	> 80%	yes
Greece	85%	79,90%	no
Hungary	85%	92,69%	yes
Ireland	94%	79%	no
Latvia	97%	96,10%	no
Lithuania	85%	76%	no
Luxembourg	95%	98,10%	yes
Malta	92%	93,29%	yes
Norway	85%	87,10%	yes
Poland	82%	76,49%	no
Portugal <sup>1</sup>	94,5%	95%	yes
Romania	85%	19,50% <sup>2</sup>	no
Serbia	50%	44,14%	no
Slovakia	96%	96,08%	yes
Slovenia	95%	92%	no
Spain	no objective for D+1	-	-
Sweden	85%	94,90%	yes
Switzerland	97%	95,90%	no
UK	93%	85,20% <sup>3</sup>	no

**Figure 1: Quality of Service for first class / priority, single piece, domestic mail (D+1) in 2008**

<sup>1</sup> Average percentage of letters send within any location of the Portuguese Mainland, delivered in D+1. Portugal has special figures for items with origin and/or destination in islands Madeira and Azores.

<sup>2</sup> In 2008 there were technical measurements problems in the real mail study by consequence the figure does not reflect the reality, which is probably between 70 % and 80 %

<sup>3</sup> The missing of the annual objective in 2008 (which covers April 2007 to April 2008) was a result of strike action at Royal Mail in June, July and August 2007.

Table 1 and figure 1 show that there is a large diversity of objectives and results among countries answered to this question.

The quality of transit time (D+1) in 2008 was generally good. It can be concluded that the objectives are ambitious and are prescribed ranging from 50 % (Serbia) up to 97 % (Latvia). Excluding the lowest and the highest prescribed objective the average objective as regards to D+1 monitoring is almost 90 %.

The majority of Universal Service Providers (USP) reached prescribed objectives in 2008. This is noticeable in the case of Belgium, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Luxembourg, Malta, Norway, Portugal, Slovakia and Sweden.

On the other hand there are some countries with weak results; the most visible being the case of Romania. In the group of countries with weak results in quality of transit time for this kind of service Serbia (44,14%), Bulgaria (68,80%) and also Croatia (72,10%) can be included. Of course, these are countries that have recently started to implement the European Directive and the related postal transformation reform. The fact that these countries already measure quality of service and publish the results shows their willingness to improve the quality of service in their countries.

In most of the countries who have answered this questionnaire objectives remain the same over the years, but there are some exceptions where progression is noticeable, as is shown in table 2. Among this group of countries 2 (Belgium and Denmark) lowered their objectives during the period 2005 until 2006, while the others progressively raised the objectives, for example in France where every single year from 2006 until 2008 1% was added.

**Table 2: Objectives of transit time D+1 for first class (Priority) mail in 7 Member states (2005-2008)**

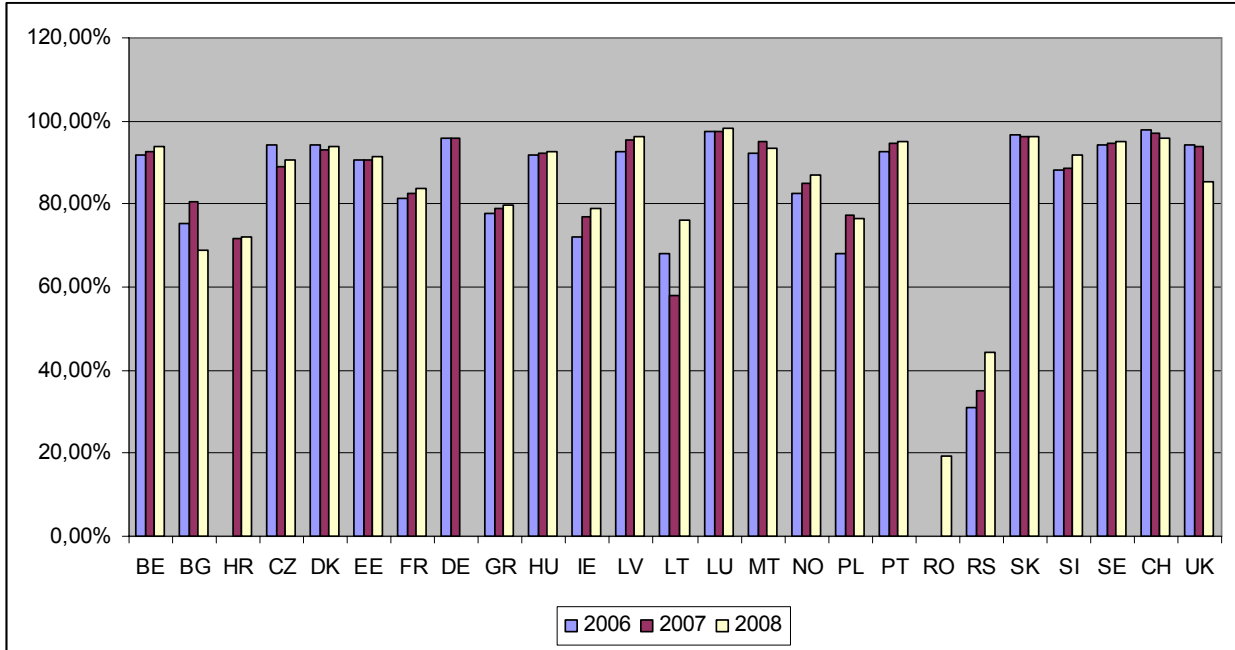
	2005	2006	2007	2008
Belgium	94%	90%	90%	90%
Denmark	95%	93%	93%	93%
France	no objective	81%	82%	83%
Malta	89%	90%	92%	92%
Portugal	94%	94,5%	94,5%	94,5%
Slovakia	95%	96%	96%	96%
UK	92,5%	93%	93%	93%

Comparison of the results of transit time measurement in CERP members in 2006, 2007 and 2008 should be done on the basis of results versus objectives as this indicator reflects best the national needs and circumstances.

This analyse gives the following results:

- a common result of almost 86% if the highest (Luxembourg) and the lowest (Romania) results are excluded
- in the majority of countries the quality of transit time for priority mail is stable.
- there is a drop in quality in 2008 compared to previous years in Bulgaria and the UK
- on the other hand there is noticeable improvement in quality in 2008 in Lithuania
- weak results for Bulgaria, Croatia, Cyprus and Ireland compare with their objectives

Figure 2: Transit time D+1 for first class (Priority) mail in 2008 in 26 CERP members (2006-2008)



Comparison of the quality of service as regards transit time of priority mail in the 2005 - 2008 period shows (figures 3, 4, 5 and 6) that the majority of countries is situated near or above to the red line, meaning that the quality of transit time is generally good. Some countries are not even shown in the figures, because of their weak results.

Figure 3: Objectives and results for first class (Priority) mail in 2005 in 24 CERP members

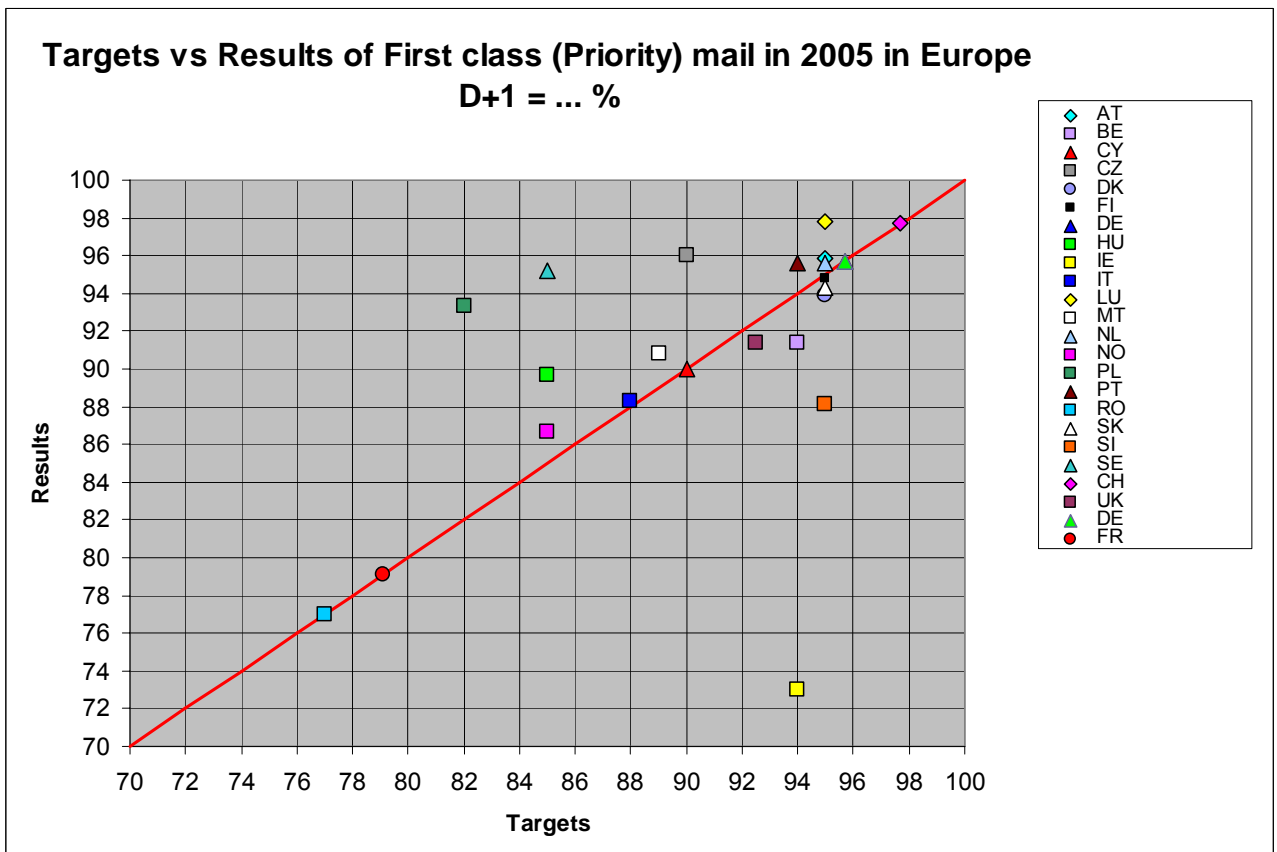




Figure 4: Objectives and results for first class (Priority) mail in 2006 in 24 CERP members

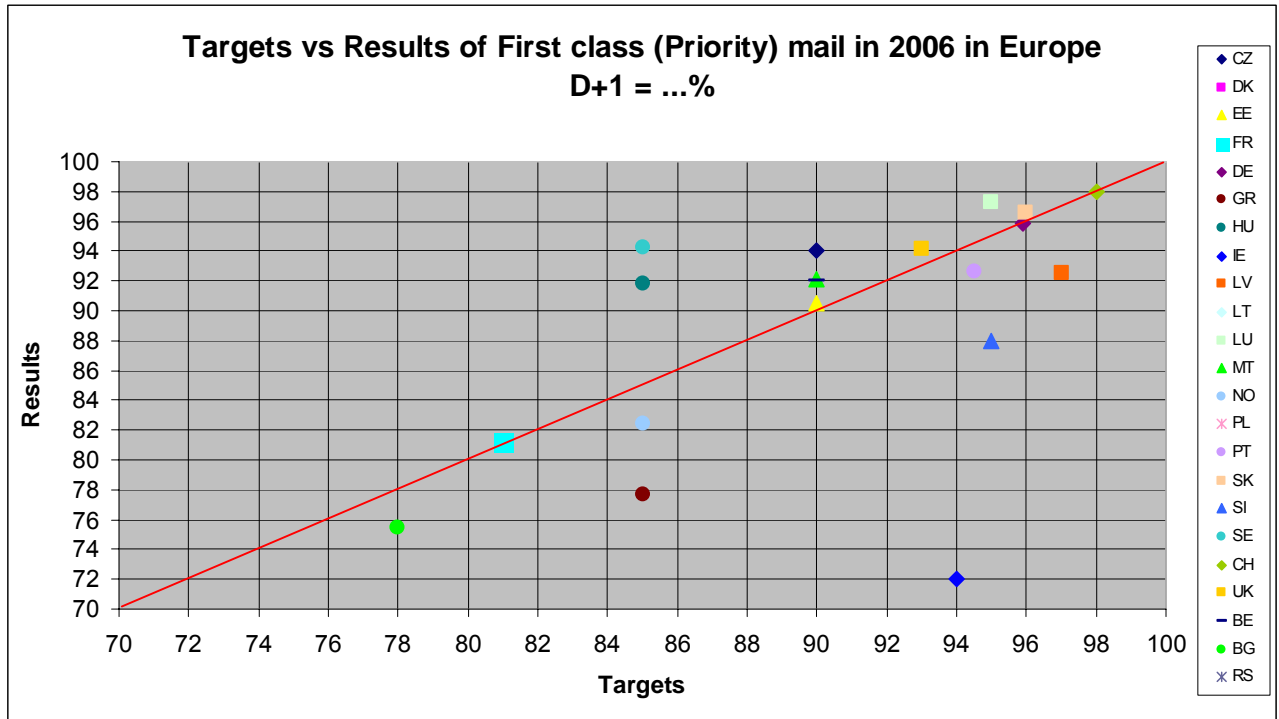


Figure 5: Objectives and results for first class (Priority) mail in 2007 in 25 CERP members

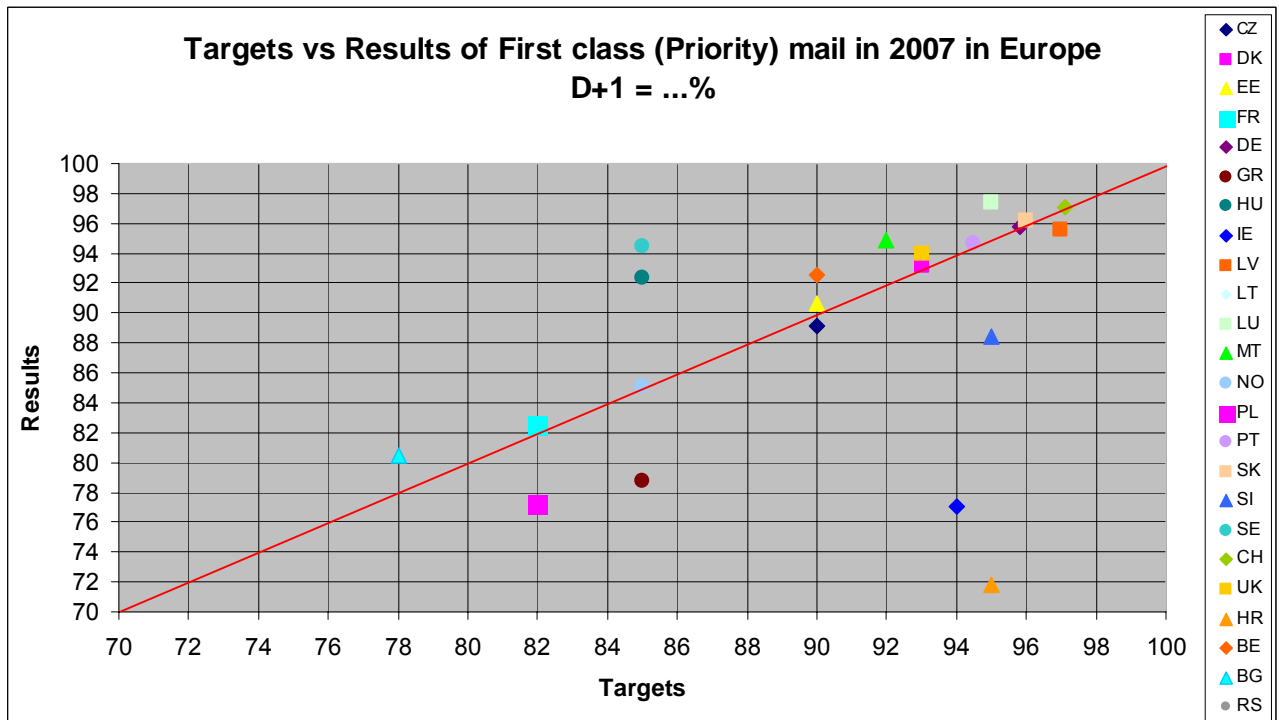
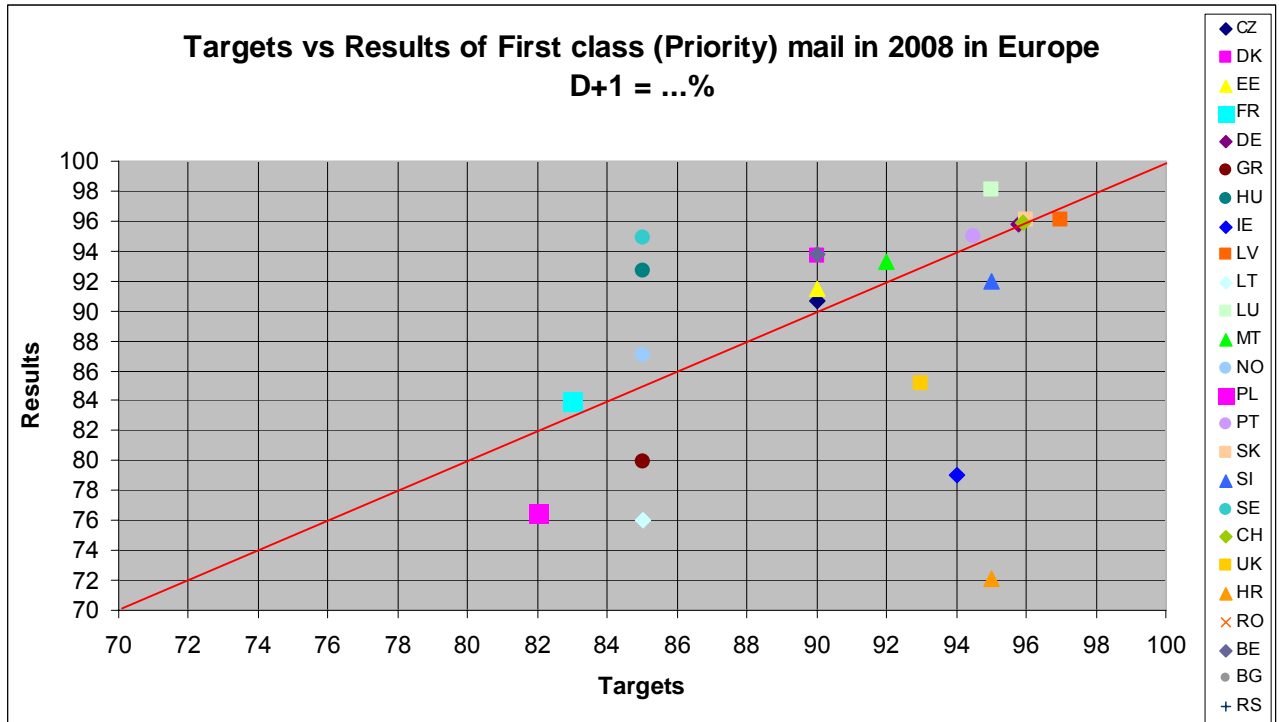


Figure 6: Objectives and results for first class (Priority) mail in 2008 in 26 CERP members



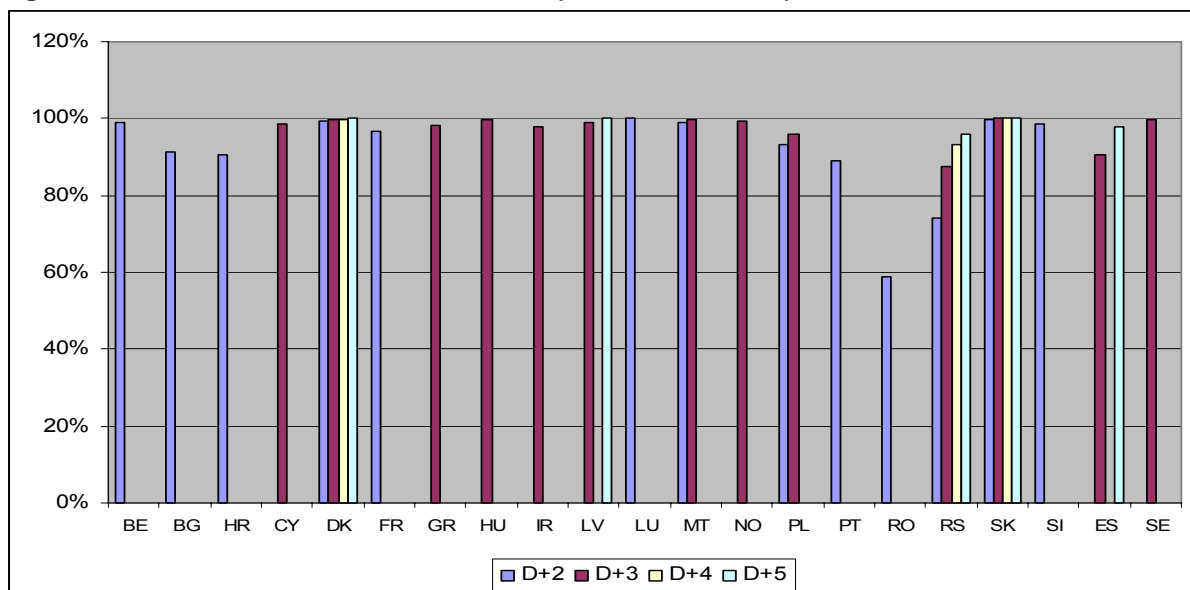
- **D+2, D+3, D+4**

In 20 CERP members who answered the questionnaire the transit time is also measured in other time frames besides D+1. Except for Spain (which does not have a prescribed transit time for D+1) all other countries have objectives in addition to D+1. Some of them have just one additional time frame while some others have measured transit time in all time frames.

**Table 3: Transit time in 21 CERP members (D+2/D+3/D+4/D+5) in 2008**

	D+2	D+3	D+4	D+5
Belgium	99,00%			
Bulgaria	91,40%			
Croatia	90,40%			
Cyprus		98,50%		
Denmark	99,20%	99,80%	99,90%	100,00%
France	96,80%			
Greece		98,20%		
Hungary		99,73%		
Ireland		98,00%		
Latvia		99,00%		100,00 %
Luxembourg	99,98%			
Malta	99,03%	99,72%		
Norway		99,50%		
Poland	93,20%	96,06%		
Portugal <sup>4</sup>	89,00%			
Romania	58,90%			
Serbia	74,04%	87,62%	93,17%	95,96 %
Slovakia	99,81%	100,00%	100,00%	100,00 %
Slovenia	98,70%			
Spain		90,40%		97,70 %
Sweden		99,70%		

**Figure 7: Transit time in 21 CERP members (D+2/D+3/D+4/D+5) in 2008**



<sup>4</sup> Average percentage of letters send between any location of the Mainland and the Autonomous Regions of Azores and Madeira or send between the Autonomous Regions, delivered in D+2.

## Where are the objectives and results published?

The objectives and results are published either on the websites or in bulletin / annual reports of NRAs or USPs. The answers to this question are presented in the following table.

**Table 4: Way of publishing the objectives and results for transit time of first class (Priority) mail in 22 CERP members**

Belgium	Website NRA <a href="http://www.bipt.be">www.bipt.be</a> and annual report NRA
Bulgaria	See the annual report on the websites of the Communications Regulation Commission: <a href="http://www.crc.bg">www.crc.bg</a> and Bulgarian Post Plc: <a href="http://www.bgpost.bg">www.bgpost.bg</a>
Croatia	The results are published in the Annual Report of USP
Cyprus	NRA website
Czech Rep.	In Basic Quality Requirements and the NRA Annual Report
Denmark	<a href="http://www.fstyr.dk">www.fstyr.dk</a> and <a href="http://www.postdanmark.dk">www.postdanmark.dk</a>
Estonia	Objectives are set in the Postal Act and results are published by the USP
France	Objectives: Journal officiel de la République française Results: La Poste website : <a href="http://www.laposte.fr">www.laposte.fr</a>
Germany	Domestic results: Annual report of Deutsche Post AG and NRA Cross border results: IPC UNEX Monitoring System, Deutsche Post AG
Hungary	NRA website <a href="http://www.nhh.hu">www.nhh.hu</a>
Ireland	<a href="http://www.comreg.ie">www.comreg.ie</a>
Lithuania	<a href="http://www.rtt.lt">www.rtt.lt</a>
Luxembourg	They are published in the Annual Report of EPT and IRL (IRL from 2008)
Malta	On the MCA's website: <a href="http://www.mca.org.mt">www.mca.org.mt</a>
Norway	NPT website (D+1): <a href="http://www.npt.no">www.npt.no</a> ; Norway Post (USP) website, in connection with quarterly press release of new figures: <a href="http://www.posten.no">www.posten.no</a>
Poland	Objectives: Ordinance of Minister of Infrastructure Results: NRA website: <a href="http://www.en.uke.gov.pl">www.en.uke.gov.pl</a>
Portugal	Objectives: USP quality convention Results: Official Journal, Postal establishments of USP, Call Centre, Internet USP : <a href="http://www.ctt.pt">www.ctt.pt</a>
Romania	The objectives are published on the websites of CNPR: <a href="http://www.cnpr.ro">www.cnpr.ro</a> and ANCOM: <a href="http://www.anrcti.ro">www.anrcti.ro</a> . The results will be published on the CNPR website <a href="http://www.cnpr.ro">www.cnpr.ro</a> and in two national high-run daily newspapers.
Slovakia	<a href="http://www.posturad.sk">www.posturad.sk</a>
Slovenia	Web pages of Universal Service Provider <a href="http://www.posta.si">www.posta.si</a> as well as Regulator: <a href="http://www.apek.si">www.apek.si</a>
Spain	Annual Report (website)
Sweden	Objectives published in postal services ordinance; Results to Government
Switzerland	NRA website: <a href="http://www.postreg.admin.ch">www.postreg.admin.ch</a> or Swiss Post website: <a href="http://www.post.ch">www.post.ch</a>
UK	Royal Mail Group website: <a href="http://www.royalmailgroup.com">www.royalmailgroup.com</a>

## Have you already implemented this standard?

23 countries answered this question and just 2 of them (Croatia and Latvia) stated that they intend to implement it in the future; all the others have already done so. Among the rest of the responses stated that the requirements of standard EN 13850 takes into account national needs and peculiarities.

## Is the measurement done according to this standard?

Concerning this question the same number (23) of responses were received and shows that in most cases the measurement is in compliance with standard EN 13850. Eleven countries responded to this question that measurement of this transit time is fully compliant with requirements of the EN 13850 standard while the other half stated that it is partly compliant. In almost all of these cases only minor changes are needed; significant changes to adopt the current standard are needed only in Croatia. There is only one country (Lithuania) where the measurement is not conducted according to the standard. In this member state

measurement in the period from 2006 until 2008 was performed by the NRA according to the rules approved by its director.

**EN 13850: Measurement of the transit time of end-to-end services for single piece priority mail and first class mail – cross-border service**

**What are the objectives and results?**

The objectives for cross-border service are set in Directive 97/67/EC. Within the D+3 time limit 85% of first class (priority) mail has to be delivered, whereas 97% of those items within the D+5 time limit.

The European measurement system, known as UNEX, is administrated by International Post Corporation (IPC). The detailed results, as well as the methodology of UNEX measurement used are published on [www.ipc.be](http://www.ipc.be)

Most of the countries, who answered to this question, measured transit time for cross-border service for single piece priority mail and first mail for periods D+3 and D+5. The table below shows countries with their stated objectives and results for transit time D+3 for the 2006 - 2008 period.

**Table 5: Objectives and results for transit time D+3 for first class (Priority) mail in 15 CERP members in cross-border service (2006-2008)**

	Objectives 2006	Results 2006	Objectives 2007	Results 2007	Objectives 2008	Results 2008
Bulgaria	60%	59,3%	85%	50,9%	85%	49%
Croatia	85%	72,6%	85%	66,9%	85%	44,9%
Cyprus	85%	58,1%	85%	60,3%	85%	81,9%
Denmark	85%	96,2%	85%	96%	85%	97,9%
Estonia		90,8%		93,30%		90,9%
France		I:95,9% O:94%	85%	I: 95,5% O:94,8%	85%	I:97% O:95,4%
Germany	85%	>96%	85%	>96%	85%	>96%
Greece	85%	77,6%	85%	86,5%	85%	89,1%
Hungary	85%	91,9%	85%	94,6%	85%	94,7%
Norway	85%	94,3% 94,1%	85%	95,3% 94,7%	85%	95,5% 95,8%
Portugal <sup>5</sup>	88%	93,4%	88%	94,4%	88%	93,8%
Romania		I:56,3% O:43,5%		I:68,8% O:55,4%	85%	I:75,5% O:71,9%
Slovenia	85%	87,7%	85%	89,3%	85%	78,1%
Spain	85%	I:87,7% O:93,2%	85%	I:89% O:92,7%	85%	I:89,6% O:93,7%
Sweden	85%	95,8%	85%	95,7%	85%	97,3%
Switzerland	85%	I: 95,3% O: 92,4%	85%	I: 94,9% O: 91,3%	85%	I: 92,6% O: 90,4%
UK	85%			93,2%	85%	92,4%

I = incoming mail and O = outgoing mail.

<sup>5</sup> The annual values referring to 2006 and 2007 correspond to the average value of the last twelve months ending December of the respective year. The annual values referring to 2008 correspond to the average value of the last twelve month ending October 2008.

One can notice weak results in the case of Croatia and Bulgaria and on the other hand prescribed objectives that have been achieved in almost all the other countries.

In the case of transit time D+5 the results are much better; almost all the countries achieved the prescribed objectives.

**Table 6: Objectives and results for transit time D+5 for first class (Priority) mail in 13 CERP members in cross-border service (2006-2008)**

	Objectives 2006	Results 2006	Objectives 2007	Results 2007	Objectives 2008	Results 2008
Bulgaria	97%	83,90%	97%	84%	97%	85%
Croatia	97%	94,4%	97%	94,2%	97%	83,3%
Cyprus	97%	91,7%	97%	91,6%	97%	96,5%
Denmark	97%	99,40%	97%	99,00%	97%	99,70%
Estonia		98,50%		98,50%		98,00%
France		I:99,3% O:98,7%	97%	I:99,1% O:98,8%	97%	I:99,5% O:99%
Greece	97%	95,30%	97%	97,80%	97%	98,20%
Hungary	97%	98,50%	97%	98,80%	97%	99,00%
Norway	97%	99% - 98,9%	97%	99,2% - 99,1%	97%	99,4% - 99,4%
Portugal <sup>6</sup>	97%	98,70%	97%	99,00%	97%	99,20%
Romania		I:90% O:78%		I:94,3% O:81,6%	97%	I:95% O:94,1%
Slovenia	97%	97,60%	97%	98%	97%	96,10%
Spain	97%	E:98,7% I:97,4%	97%	E:98,4% I:97,6%	97%	E:98,9% I:98,1%
Sweden	97%	99,30%	97%	99,00%	97%	99,60%

<sup>6</sup> The annual values referring to 2006 and 2007 correspond to the average value of the last twelve months ending December of the respective year. The annual values referring to 2008 correspond to the average value of the last twelve month ending October 2008.

**EN 14508: Measurement of transit time of end-to-end services for single piece non-priority mail and second class mail – domestic service**

**What are the objectives and results?**

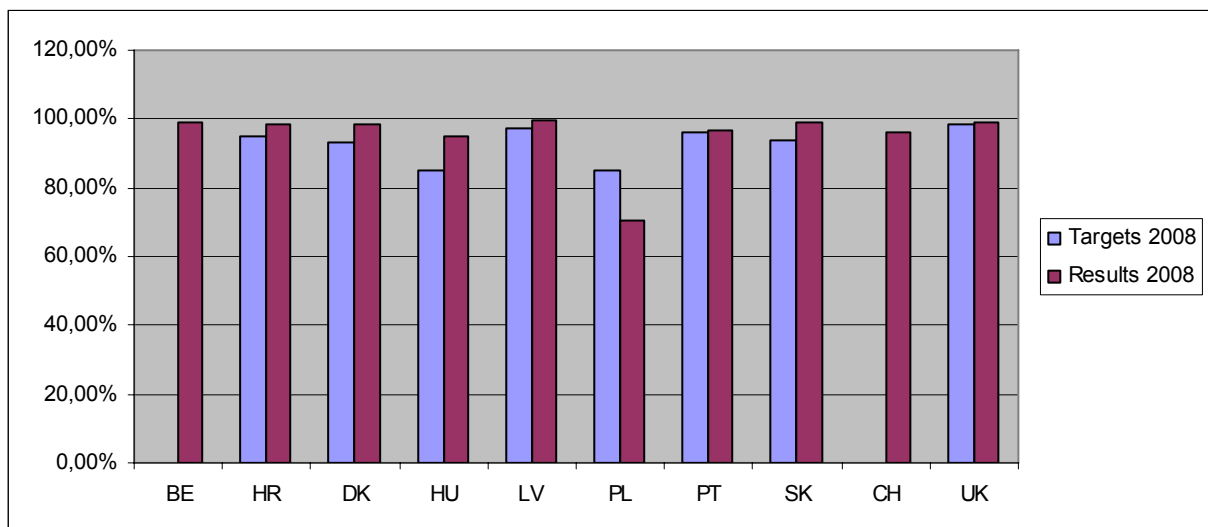
The responses to the question on objectives and results of transit time for single piece non-priority mail and second class mail for domestic service was given by 11 countries. The results of transit time are measured from D+1 until D+6 for 2008 and are shown in table 8.

**Table 7: Quality of transit time for second class (Non-priority) mail in 11 CERP members in 2008**

	D+1	D+2	D+3	D+4	D+5	D+6
Belgium		97,80%	99,30%	99,60 %	99,80 %	100 %
Croatia			98,20%	99,70 %		
Denmark	76,30%	91,00%	98,50%	99,70 %	100 %	100 %
Slovakia	34,21%	94,04%	98,81%	99,76 %	99,87 %	99,93 %
Hungary			95,07%		99,39 %	
Norway				96,60 %		99,60 %
Latvia			99,50 %		100 %	
Portugal			96,70 %			
Poland			70,51 %		96,68 %	
Switzerland			95,90 %			
UK			98,80 %			

It is noticeable that only 2 countries measured this transit time in the period of D+1. Most use the D+3 time limit. As for reaching the prescribed objectives almost all countries (except Poland) are successful (figure 7). One must also take into account that in approximately half of the countries non-priority service does not exist. In Switzerland the non-priority mail is also measured with EN 13850

**Figure 8: Objectives and results of transit time D+3 for second class (Non-priority) in 10 CERP members in 2008**



### **Where are the objectives and results published?**

The objectives and results are published either on the websites or in bulletin / annual reports of NRAs or USPs.

The responses to this question are presented in table 9.

**Table 8: Way of publishing the objectives and results for transit time of second class (non - priority) mail in 12 CERP members**

Belgium	Website NRA <a href="http://www.bipt.be">www.bipt.be</a> and annual report NRA
Croatia	The results are published in the Annual Report of USP
Denmark	<a href="http://www.fstyr.dk">www.fstyr.dk</a> and <a href="http://www.postdanmark.dk">www.postdanmark.dk</a>
Hungary	NRA website <a href="http://www.nhh.hu">www.nhh.hu</a>
Norway	Norway Post (USP) website, in connection with quarterly press release of new figures: <a href="http://www.posten.no">www.posten.no</a>
Poland	Objectives: Ordinance of Minister of Infrastructure Results: NRA website: <a href="http://www.en.uke.gov.pl">www.en.uke.gov.pl</a>
Portugal	Objectives: USP quality convention Results: Official Journal, Postal establishments, Call Center, Internet of USP: <a href="http://www.ctt.pt">www.ctt.pt</a>
Slovakia	<a href="http://www.posturad.sk">www.posturad.sk</a>
Slovenia	Web pages of Universal Service Provider as well as Regulator
Spain	Annual Report (website)
Switzerland	<a href="http://www.post.ch">www.post.ch</a> and NRA website: <a href="http://www.postreg.admin.ch">www.postreg.admin.ch</a>
UK	Royal Mail Group website: <a href="http://www.royalmailgroup.com">www.royalmailgroup.com</a>

### **Have you already implemented this standard?**

The Project Team received 15 answers to this question. 8 countries have already implemented the EN 14508 standard, one of them (Slovenia) even though this service does not exist in the country. Two countries stated that they intend to implement it, while three have no intention to do so. In two countries the decision regarding a potential implementation had not yet been taken.

### **Is the measurement done according to this standard?**

Out of 9 responses only 2 countries implemented a measurement fully compliant with the EN 14508 standard.

### **Are the results of the measurement audited?**

For this question the Project Team received 12 answers and among those the results of the measurement are audited in 8 countries (in one just for EN 13850).

### **EN 14508: Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail – cross-border service**

Not a single country answered this question about measuring transit time of end-to-end services for single piece non-priority mail and second class mail for cross-border service.



**EN 14534: Measurement of transit time of end-to-end services for bulk mail – domestic service**

**What are the objectives and results?**

Only 4<sup>7</sup> countries measured transit time for bulk mail and have results for 2008, which are shown in table 11.

**Table 8: Quality of transit time for bulk mail in 4 member states in 2008**

	D+1	D+2	D+3	D+4	D+5	D+7
Denmark	1,90 %	19,20 %	60 %	96,60%	99,50%	100 %
France		96,80 %		94,90%		96,20%
Hungary	94,85 %		Pr.99,83 N.97,29		Npr. 99,63%	
UK	83,49 %		93,90%			96,70%

**Where are the objectives and results published?**

The objectives and the results are published only in 5 countries (table 12).

**Table 9: Way of publishing the objectives and results for transit time of bulk mail in 5 CERP member states**

Denmark	<a href="http://www.fstyr.dk">www.fstyr.dk</a> and <a href="http://www.postdanmark.dk">www.postdanmark.dk</a>
France	USP website: <a href="http://www.laposte.fr">www.laposte.fr</a>
Hungary	<a href="http://www.nhh.hu">www.nhh.hu</a>
Malta	MCA's website: <a href="http://www.mca.org.mt">www.mca.org.mt</a>
UK	Royal Mail Group website: <a href="http://www.royalmailgroup.com">www.royalmailgroup.com</a>

**Have you already implemented this standard?**

20 countries answered this question and just 6 of them have implemented the EN 14534 standard. One country stated that this standard does not exist there, while the rest of them have no intention of implementing it.

**Is the measurement done according to this standard?**

Among 5 countries who answered only 1 stated that the measurement is fully compliant with this standard, while in 3 of them the measurement is partly compliant with this standard and only minor changes are needed. In France no study has been undertaken by the NRA to check compliance with the standard.

**EN 14534: Measurement of the transit time of end-to-end services for bulk mail - cross-border service**

In Malta, the Quality of Service objective of 92% is for inland bulk mail only. The results for local bulk mail measurement for 2008 are not available since measurement did not take place during the full year.

<sup>7</sup> Malta has only prescribed objectives

**TR 15472: Measurement of the transit time for parcels with track and trace system – domestic service**

**What are the objectives and results?**

11 countries have set objectives or measure transit time for parcels using a track and trace system. Among them Slovenia has only objectives but no results, since there is no measurement in place.

**Table 10: Objectives and results of transit time for parcels in 11 CERP members (2006-2008)**

	Objectives 2006	Results 2006	Objectives 2007	Results 2007	Objectives 2008	Results 2008
	<b>D+1</b>	<b>D+1</b>	<b>D+1</b>	<b>D+1</b>	<b>D+1</b>	<b>D+1</b>
Bulgaria	70%	88,40%	70%	85,90%	70%	81,70%
Denmark	93%	94,20%	93%	93,70%	93%	94,80%
Hungary	80%	85,82%	80%	93,33%	80%	92,89%
Malta					97%	99,60%
Slovakia		40,56%		43,28%		40,00%
Switzerland		97,30%		97,60%		98,00%
UK	99,00%	98,80%	99,00%	99,00%	99,00%	97,80%
	<b>D+2</b>	<b>D+2</b>	<b>D+2</b>	<b>D+2</b>	<b>D+2</b>	<b>D+2</b>
Belgium		NA		97,20%		99,40%
Bulgaria	80%	98,50%	80%	97,50%	80%	96,80%
France		84,10%		85,80%	85%	85,00%
Malta					98%	
Slovakia		89,00%		92,20%		83,61%
Slovenia	80%		80%		80%	
	<b>D+3</b>	<b>D+3</b>	<b>D+3</b>	<b>D+3</b>	<b>D+3</b>	<b>D+3</b>
Belgium		NA		99,36%		
Bulgaria	95,00%	99,70%	95,00%	99,70%	95,00%	99,60%
France		95,50%		95,90%	95,00%	96,30%
Hungary	95,00%	99,34%	95,00%	99,51%	95,00%	99,73%
Malta					99,00%	
Slovakia	95,50%	98,22%	95,50%	99,46%	95,50%	96,94%
Slovenia	95,00%		95,00%		95,00%	
	<b>D+4</b>	<b>D+4</b>	<b>D+4</b>	<b>D+4</b>	<b>D+4</b>	<b>D+4</b>
France		98,50%		98,60%		98,70%
Norway	85%	95,20%	85%	96,50%	85%	96,30%
Slovakia		99,85%		100,00%		99,44%
	<b>D+5</b>	<b>D+5</b>	<b>D+5</b>	<b>D+5</b>	<b>D+5</b>	<b>D+5</b>
Slovakia		100,00%		100,00%		100,00%
	<b>D+?</b>	<b>D+?</b>	<b>D+?</b>	<b>D+?</b>	<b>D+?</b>	<b>D+?</b>
France <b>D+7</b>						99,80%
Norway <b>D+6</b>	97%	99,50%	97%	99,70%	97%	99,40%
Slovakia <b>D+6</b>	99%	100,00%	99%	100,00%	99%	100,00%

### **Where are the objectives and results published?**

In only 5 countries the objectives and results are published (table 14).

**Table 11: Way of publishing the objectives and results for transit time of parcels in 6 CERP member states**

Belgium	Website NRA <a href="http://www.bipt.be">www.bipt.be</a> and annual report NRA
Bulgaria	See the annual report on the websites of the Communications Regulation Commission: <a href="http://www.crc.bg">www.crc.bg</a> and Bulgarian Post Plc: <a href="http://www.bgpost.bg">www.bgpost.bg</a>
France	Objectives: Journal officiel de la République française. Results: La Poste website: <a href="http://www.laposte.fr">www.laposte.fr</a>
Hungary	<a href="http://www.nhh.hu">www.nhh.hu</a>
Malta	MCA's website: <a href="http://www.mca.org.mt">www.mca.org.mt</a>
Slovakia	<a href="http://www.posturad.sk">www.posturad.sk</a>
Switzerland	<a href="http://www.post.ch">www.post.ch</a> and also the annual report of the NRA: <a href="http://www.postreg.admin.ch">www.postreg.admin.ch</a>

In Denmark the objectives and the results are not published, while in Estonia there is no information for transit time of parcels. In the UK the objectives and the results for measurement according to this technical report are valid only for Special Delivery.

### **Have you already implemented this technical report?**

19 countries answered this question and just 2 of them stated that they implement this document. The rest of the responses are all negative; one country has an intention to do so in the future, two others are considering the possibility to do so.

### **Is the measurement done according to this technical report?**

Only 1 country is measuring transit time of parcels in full compliance with this technical report (France). One is partly compliant (Slovakia) with the need for significant changes to adapt it to the current standardization document and 1 country (Hungary) uses another method to measure the transit time of parcels. In Switzerland the measurement takes place with an independent body (with ISO Norm 9001 Certificate).

### **TR 15472: Measurement of the transit time for parcels with track and trace system – cross-border service**

Not a single country answered this question about measuring transit time for parcels using a track and trace system within the framework of cross-border service.

## **2. Measurement of loss of mail**

### **EN 14137 – Measurement of the loss of registered mail and other types of postal services using track and trace system**

According to EN 14137 only two countries, France and Hungary, have objectives and results regarding this measurement. In France the results are published by La Poste on its website and in Hungary by the NRA on its website. Hungary noticed that it is using another method than is written in the standard, because the service is provided without a track and trace system.

There is still nearly no great interest in using this standard; 10 countries wrote that they do not intend to implement it.

### **TS 14773 – Measurement of loss and substantial delay of priority and first class mail using a survey of test letters**

TS 14773 is less popular than EN 14137. Two countries are using this standard, Poland and Portugal, and only Portugal is publishing the results. The measurement in Portugal is partly compliant with TS 14773, only minor changes are needed. 13 countries answered that they will not implement it. In the UK, Royal Mail are required to report on and publish figures on loss but they are not measured against external objectives.

## **3. Measurement of complaints and redress procedures (EN 14012)**

### **Do you have objectives regarding complaints?**

Five countries have objectives: Denmark, Latvia, Lithuania, Hungary and France. France started with objectives in 2008.

### **Do you have results regarding complaints?**

Out of 19 answers received, 17 countries have results regarding complaints: Belgium, Croatia, Czech Republic, Denmark, France, Germany, Hungary, Latvia, Lithuania (implemented the standard in 2008), Malta, Norway, Portugal, Slovakia, Slovenia, Spain, Sweden (started in 2007), UK.

### **Do you publish figures regarding complaints?**

18 countries answered and 14 countries are publishing figures regarding complaints, Lithuania in 2008 for the first time. In comparison with the answers in 3.2 Spain has results but does not publish the figures, the same goes for Malta. Ireland has no results according to EN 14012 but publishes figures.

Most of the countries, 11 countries, implemented the standard and in 6 countries the measurement is fully complaint with the CEN standard, i.e. in France, Hungary, Lithuania, Norway, Slovenia and the United Kingdom.

#### **4. Consequences if prescribed quality objectives are not achieved**

Only about half of the countries did answer the question about possible legal proceedings if the USP does not succeed in attaining the stipulated quality levels. Some countries clearly stated that they can impose financial sanctions or fines as a last resort on the USP if the requirements are not met.

It seems to exist different approaches to deal with this issue among those NRA:s having answered. Some countries prefer at first hand a less formalized procedure with dialogue and discussions with the USP. None of them describes a factual case thus perhaps indicating the rather hypothetical nature of such shortcomings.

Other countries seem to have a ready-made legal "tool-box" at their disposal, detailing how to proceed against the USP and which sanctions to be taken. In most cases, the operator is obliged to pay some kind of penalty or fine as exemplified and at least one a country has already made use of this possibility. Another country has even laid down the procedures in the license terms of the USP.

Instead of penalties or fines, some countries have chosen another way of putting pressure on the USP, e.g. by reduction of the price-cap or reduction of the state contribution to the universal service if the domestic operator can't keep up with transit times or by a collective compensation scheme. In one country, it is not the task of the NRA to impose sanctions on the after first having issued a notification to the USP. Instead the NRA has to turn to court which will rule on the case.

#### **5. Other relevant quality of service indicators**

Very few countries seem to make use of other Q of S indicators than standards. Those who actually do so seem to choose different kinds of customer satisfaction surveys. Most US-providers presumably measure customer satisfaction in one way or another but it is not evident that regulators do. Nevertheless some NRA regulators make surveys on different aspects of customer satisfaction and also publish results from such surveys. These surveys may represent a precious tool when supervising the postal market and reporting to Government about the situation on the market.

Important aspects of customer satisfaction may be e.g. public opinion about access to postal services, reliability of mail delivery, queuing time, staff, efficiency of complaints handling and usefulness of services/products provided by the USP.

For instance Portugal has other quality indicators, i.a. for loss (long delays) of non-priority and priority mail, for transit times for parcels and for newspapers & periodicals, and also for queuing times.

In the UK, Royal Mail are also measured against several objectives related to the provision of the universal service, such as the quality of service achievement by postcode area, the percentage of delivery routes completed each day and the percentage of items delivered correctly. This information is provided to Postcomm and published by Royal Mail.

In Switzerland an independent body measures distance figures and data of access to post offices.

The Hungarian NRA yearly review the QS Report of the USP that details how far they fulfilled the requirements on access to postal services (number and distance of postal outlets and collecting letter boxes), aperture of letterboxes, opening hours, collections and delivery on every working day, queuing time, quality of postmark imprints, the rate limit of loss of domestic recorded items and the rate limit of domestic damaged recorded items.

<b>1. Measurement of transit time</b>												
<b>1.1 EN 13850 - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail</b>												
	<b>Objectives</b>						<b>Results</b>					
	<b>Domestic</b>			<b>Cross-border mail</b>			<b>Domestic</b>			<b>Cross-border mail</b>		
	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
<i>D + 1</i>												
<i>D + 2</i>												
<i>D + 3</i>												
<i>D + 4</i>												
<i>D + 5</i>												
<i>D + ...</i>												
<i>Where are the objectives and the results published? Please specify.</i>												
<i>Have you already implemented the above standard: <input type="checkbox"/> Yes <input type="checkbox"/> No, but we intend to implement it <input type="checkbox"/> No, we do not intend to implement it <input type="checkbox"/> Other, please comment.....</i>												
<i>Did measurement take place according to this standard? <input type="checkbox"/> Fully compliant with the CEN standard <input type="checkbox"/> Partly compliant with the CEN standard (minor changes are needed) <input type="checkbox"/> Partly compliant with the CEN standard (significant changes are needed to adapt the current standard)</i>												
<i>Are the results of the measurement audited? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No idea</i>												
<b>1.2 EN 14508 - Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail</b>												
	<b>Objectives</b>						<b>Results</b>					
	<b>Domestic</b>			<b>Cross-border mail</b>			<b>Domestic</b>			<b>Cross-border mail</b>		
	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
<i>D + 1</i>												
<i>D + 2</i>												
<i>D + 3</i>												
<i>D + 4</i>												
<i>D + 5</i>												
<i>D + ...</i>												
<i>Where are the objectives and the results published? Please specify.</i>												
<i>Have you already implemented the above standard: <input type="checkbox"/> Yes <input type="checkbox"/> No, but we intend to implement it <input type="checkbox"/> No, we do not intend to implement it <input type="checkbox"/> Other, please comment.....</i>												
<i>Did measurement take place according to this standard? <input type="checkbox"/> Fully compliant with the CEN standard <input type="checkbox"/> Partly compliant with the CEN standard (minor changes are needed) <input type="checkbox"/> Partly compliant with the CEN standard (significant changes are needed to adapt the current standard)</i>												
<i>Are the results of the measurement audited? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No idea</i>												

<b>1.3 EN 14534 - Measurement of the transit time of end-to-end services for bulk mail</b>												
	<b>Objectives</b>						<b>Results</b>					
	<b>Domestic</b>			<b>Cross-border mail</b>			<b>Domestic</b>			<b>Cross-border mail</b>		
	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
<i>D + 1</i>												
<i>D + 2</i>												
<i>D + 3</i>												
<i>D + 4</i>												
<i>D + 5</i>												
<i>D + ...</i>												
<i>Where are the objectives and the results published? Please specify.</i>												
<i>Have you already implemented the above standard: <input type="checkbox"/> Yes <input type="checkbox"/> No, but we intend to implement it <input type="checkbox"/> No, we do not intend to implement it <input type="checkbox"/> Other, please comment.</i>												
<i>Did measurement take place according to this standard? <input type="checkbox"/> Fully compliant with the CEN standard <input type="checkbox"/> Partly compliant with the CEN standard (minor changes are needed) <input type="checkbox"/> Partly compliant with the CEN standard (significant changes are needed to adapt the current standard)</i>												
<i>Are the results of the measurement audited? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No idea</i>												
<b>1.4 TR 15472 - Measurement of the transit time for parcels with a track and trace system</b>												
	<b>Objectives</b>						<b>Results</b>					
	<b>Domestic</b>			<b>Cross-border mail</b>			<b>Domestic</b>			<b>Cross-border mail</b>		
	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
<i>D + 1</i>												
<i>D + 2</i>												
<i>D + 3</i>												
<i>D + 4</i>												
<i>D + 5</i>												
<i>D + ...</i>												
<i>Where are the objectives and the results published? Please specify.</i>												
<i>Have you already implemented the above Technical report: <input type="checkbox"/> Yes <input type="checkbox"/> No, but we intend to implement it <input type="checkbox"/> No, we do not intend to implement it <input type="checkbox"/> Other, please comment.</i>												
<i>Did measurement take place according to this technical report? <input type="checkbox"/> Fully compliant with the CEN technical report <input type="checkbox"/> Partly compliant with the CEN technical report (minor changes are needed) <input type="checkbox"/> Partly compliant with the CEN technical report (significant changes are needed to adapt the current standard)</i>												

**2. Measurement of loss of mail**

**2.1. EN 14137 - Measurement of the loss of registered mail and other types of postal services using track and trace system**

Do you have objectives and results regarding this measurement? Please ✓ appropriate answer.

Yes (If yes, please specify. Where the objectives and the results are published?):  
 .....  
 .....

No

Have you already implemented the above standard:  Yes  No, but we intend to implement it  No, we do not intend to implement it  Other, please comment.....

Did measurement take place according to this standard?  Fully compliant with the CEN standard  Partly compliant with the CEN standard (minor changes are needed)  Partly compliant with the CEN standard (significant changes are needed to adapt the current standard)

**2.2 TS 14773 - Measurement of loss and substantial delay of priority and first class mail using a survey of test letters**

Do you have objectives and results regarding this measurement? Please ✓ appropriate answer.

Yes (If yes, please specify and where the objectives and the results are published?):  
 .....  
 .....

No

Have you already implemented the above standard:  Yes  No, but we intend to implement it  No, we do not intend to implement it  Other, please comment.....

Did measurement take place according to this standard?  Fully compliant with the CEN standard  Partly compliant with the CEN standard (minor changes are needed)  Partly compliant with the CEN standard (significant changes are needed to adapt the current standard)

**3. EN 14012 - Measurement of complaints and redress procedures**

**3.1. Do you have objectives regarding complaints? Please ✓ appropriate answer.**

2006	2007	2008
<input type="checkbox"/> Yes, specify objectives.....	<input type="checkbox"/> Yes, specify objectives.....	<input type="checkbox"/> Yes, specify objectives.....
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No

Please specify by whom these objectives were fixed (NRA, Ministry, USP, Ombudsman...). and where are the objectives published.  
 .....



**3.2. Do you have results (number of complaints, satisfaction-index, measures taken, etc...) regarding complaints? Please ✓ appropriate answer.**

2006	2007	2008
<input type="checkbox"/> Yes, specify results .....	<input type="checkbox"/> Yes, specify results .....	<input type="checkbox"/> Yes.....
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No

Please specify which body is responsible for these (NRA, Ministry, Mediator, ...) and where are the objectives published  
 .....  
 .....

**3.3. Do you publish figures regarding complaints? Please ✓ appropriate answer.**

<input type="checkbox"/> Yes .....	<input type="checkbox"/> Yes .....	<input type="checkbox"/> Yes.....
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No

If yes (Please specify where):  
 .....  
 .....

Have you already implemented the above standard:  Yes  No, but we intend to implement it  No, we do not intend to implement it  Other, please comment.....

Did measurement take place according to this standard?  Fully compliant with the CEN standard  Partly compliant with the CEN standard (minor changes are needed)  Partly compliant with the CEN standard (significant changes are needed to adapt the current standard)

**4. Consequences if the prescribed objectives are not achieved?**

.....  
 .....  
 .....

**5. Have you other relevant quality of service (satisfaction-index, etc...) indicators (please describe these and give results if available)?**

.....  
 .....  
 .....

<b>6. Contact persons</b>			
<b>1. The contact person in the NRA who deals with standardisation?</b>		<b>2. The contact person in the Ministry who deals with standardisation?</b>	
Organisation:		Organisation:	
Contact person:		Contact person:	
Title:		Title:	
Phone:		Phone:	
Fax:		Fax:	
E-mail:		E-mail:	
Website address:		Website address:	
Postal address:		Postal address:	
Can CERP members contact this person should they want additional information? <i>please ✓ appropriate answer</i>		Can CERP members contact this person should they want additional information? <i>please ✓ appropriate answer</i>	
<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> YES	<input type="checkbox"/> NO