



**CERP PROJECT TEAM
“IMPLEMENTATION OF CEN QUALITY OF
SERVICE STANDARDS”**

Brussels, 14 November 2007

FOREWORD

First of all, I would like to thank again 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. The task was to update the 2005 report and additionally to analyse the outcome of the measurements and to analyse some specific topics as cross-border mail, CEN work, real mail studies and geographical distribution

However, bringing this task to a favourable conclusion was only possible thanks to the efforts made by all the members of the project team.

First, I want to thank the members of the working group, namely Igor Hacin of Post and Electronic Communications Agency of the Republic of Slovenia (Slovenia), Dr. Frank Raudszus of Bundesnetzagentur (Germany), Jean Bonar of the Commission for Communications Regulation (Ireland), Véronique Scardigli of Ministry of Economics, Finances and Industry (France) and Piotr Dziubak of the Ministry of Infrastructure – Department of Post (Poland).

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

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

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COUNTRY CODES

AD	Andorra
AL	Albania
AT	Austria
AZ	Azerbaijan
BA	Bosnia and Herzegovina
BE	Belgium
BG	Bulgaria
BY	Belarus
CH	Switzerland
CY	Cyprus
CZ	Czech, Republic of
DE	Germany
DK	Denmark
EE	Estonia
ES	Spain
FI	Finland
FR	France
GB	Great Britain
GE	Georgia
GR	Greece
HR	Croatia
HU	Hungary
IE	Ireland
IS	Iceland
IT	Italy
LI	Liechtenstein
LT	Lithuania
LU	Luxembourg
LV	Latvia
MC	Monaco
MD	Moldava
ME	Montenegro, Republic of
MK	Macedonia, the former Yugoslav Republic of
MT	Malta
NL	The Netherlands
NO	Norway
PL	Poland
PT	Portugal
RO	Romania
RS	Serbia, Republic of
RU	Russian Federation
SE	Sweden
SI	Slovenia, Republic of
SK	Slovakia, republic of
SM	San Marino
TR	Turkey
UA	Ukraine
VA	Vatican City State (Holy See)

ABBREVIATIONS

ANRC	National Regulatory Authority for Communications of Romania
BIPT	Belgian Institute for Postal services and Telecommunications – National Regulatory Authority of Belgium
CEN	European Committee for Standardisation
CEN/TC331/WG1	Working Group 1 “Quality of Service” of Technical Committee 331 “Postal Services” of the European Committee for Standardisation
CERP	European Committee on Postal Regulations
EN	European Standard
EN 13850	Measurement of the transit time of end-to-end services for single piece priority mail and first class mail
EN 14012	Measurement of complaints and redress procedures
EN 14137	Measurement of the loss of registered mail and other types of postal services using track and trace system
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
EU	European Union
IPC	International Post Corporation
ISO	International Organization for Standardization
MS	Member State
NRA	National Regulatory Authority
PT	Project Team
QoS	Quality of Service
SIS	Swedish Standards Institute
SIST	Slovenian Institute for Standardisation
TS	Technical Specification
TS 14773	Measurement of loss and substantial delay of priority and first class mail using a survey of test letters
USO	Universal Service Obligation
USP	Universal Service Provider
WG	Working Group

INTRODUCTION

Quality of service appears to be essential to users. It is important that the latter have at their disposal harmonised quality of service standards and common measurement methods to assess the convergence of quality of service within Europe. Standardisation is essential to promoting interconnection and interoperability of the postal network.

Under mandate 240 of the Commission CEN/TC331/WG1, the following standards have been adopted up to now:

- EN 13850 Measurement of the transit time of end-to-end services for single piece priority mail and first class mail
- EN 14012 Measurement of complaints and redress procedures
- EN 14137 Measurement of the loss of registered mail and other types of postal services using track and trace systems
- 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
- TS 14773 Measurement of loss and substantial delay of priority and first class mail using a survey of test letters

At the moment, four of the above standards are being reviewed by CEN, namely EN 13850, EN 14012, EN 14508 and EN 14534. Due to the extension of existing standards to new EU members, amendments are being prepared for the following EN standards: EN 13850, EN 14508 and EN 14534. Two new implementation guides are drafted for EN 14012 and EN 14534, and the existing implementation guide for EN 13850 (TR 14079) is under review.

At the meeting of the CERP working group « standardisation » in Bonn on 15 January 2004 it was decided to create a new Project Team «Implementation of CEN quality of service standards ». The purpose of the project team was to benefit from the experience of countries that have already experienced the implementation of all or part of the QoS standards. Among CERP members it seemed useful to share the experience some regulators have gathered in this field with those who have not yet implemented (all) standards.

This Project Team presented its final report at the CERP working group « standardisation » on 20 April 2005 in Kostanz and its report was approved at the CERP plenary of 2 and 3 June in Munich (Germany).

At the CERP plenary in Kemer (Turkey) on 16, 17 and 18 November CERP gave a new mandate to the CERP PT "Implementation of CEN QoS standards" to update the report in order to take better account of the situation of implementation due to the enlargement of the European Union on the one hand and to look for data and figures regarding the outcome of these different measurements on the other hand.

The Project Team was headed by Belgium (Belgian Institute for Postal services and Telecommunications) and its members came from France, Germany, Ireland, Poland and Slovenia.

CEN deals with all kinds of standards including quite a few technical standards that ensure interoperability of the various components of sorting installations and which mainly relate to mail item processing, databases and hybrid mail.

However, this Project Team has focused exclusively on the standards mentioned above. These QoS standards are implemented differently in the European countries.

As a first step the Project Group drew up a new questionnaire to gather the information needed from the various ministries and regulators. In annex 3 you will find this questionnaire as well as the results of the questionnaire.

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

- current position regarding implementation of the standard;
- methods of implementation being used;
- attitude and views for improvements;
- experience in the implementation;
- targets and results;
- contact persons.

The questionnaire was distributed in the course of March 2006 and the closing date was 31 august 2006. This extensive questionnaire was answered by no less than 26 countries, namely Austria, Belgium, Croatia, Cyprus, the Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, the Slovak Republic, Slovenia, Spain, Sweden, Switzerland, the United Kingdom. One respondent reacted but was unable to reply to the questions due to the fact that the implementation still has to start.

Based on both the information collected by means of the questionnaire and the discussions held during the meetings of the Project Team and the Working Group "Standardization", we have arrived at the following report.

This is not a country analysis, but – in accordance with the mandate of the Project Team – a general analysis of the implementation of CEN QoS standards. We hope this general analysis can provide an answer to any questions or problems you may have regarding the implementation of a standard. For information about the number of countries that have implemented a standard in one way or another, we refer to annex 3, where a general summary is given of all the answers. This does not imply, however, that the option most chosen is the best way to transpose a particular standard, since this often depends on the national context.

The goal of adding the address file in annex 1 was to create an interactive report, since that address file can be used in case of national problems or questions to contact persons who may be able to offer a solution.

Please note that this report is based on data from 2005 and 2006. If we have made any references to a country's situation which 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. Therefore, it is recommended to read the report in conjunction with annex 3 (the results of the questionnaire).

In addition, this report is going to be published on the CERP website to make it available to everyone. This should also enable us, if necessary, to update the address file on a regular basis.

It is the hope of the Project Team that this report is a source of enrichment and a tool for implementing the CEN QoS standards.

SECTION A : QUESTIONS REGARDING THE LEGAL STATUS AND CURRENT SITUATION REGARDING IMPLEMENTATION OF CEN QoS STANDARDS

A.1/A.2: Have you already implemented the CEN QoS standards and how compliant with the standard is the implementation?

Based on the answers received the main trends are the following:

- The measurement of single piece priority mail (EN 13850) is implemented in all the countries that answered the questionnaire, except for one country which has not yet started with the implementation of all standards.
- The measurement of single piece non-priority mail (EN 14508) is implemented in almost half of the countries that responded.
- Also the measurement of complaints (EN 14012) is implemented in half of the countries and an additional quarter is willing to do so.
- Regarding the measurement of the loss of registered mail using a track and trace system (EN 14137) less than a quarter have implemented this measurement and an additional quarter has the intention of implementing the standard.
- The implementation of the measurement of bulk mail (EN 14534) is similar to the implementation of the loss of registered mail, namely almost a quarter have implemented the standard and an additional quarter has the intention of implementing the standard.
- Finally the measurement of loss using a survey of test letters has been implemented in one country only.

Table 1: Have you already implemented the CEN QoS standards?

	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773	All Standards
1) Yes	24 (96%)	11 (48%)	10 (46%)	4 (18%)	5 (23%)	1 (5%)	55
2) No, but we intend to.	0 (0%)	0 (0%)	6 (28%)	6 (28%)	5 (23%)	6 (28%)	23
3) No, we do not intend to	0 (0%)	9 (39%)	3 (13%)	8 (36%)	9 (41%)	11 (53%)	40
4) Other	1 (4%)	3 (13%)	3 (13%)	4 (18%)	3 (13%)	3 (14%)	17
Total responses	25	23	22	22	22	21	135

Table 2: Is the standard you have implemented compliant with the CEN standard

	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773	All Standards
1) Fully compliant with CEN standard	15 (65%)	8 (73%)	6 (50%)	3 (75%)	4 (67%)	1 (50%)	37
2) Partly compliant with minor changes	8 (35%)	3 (27%)	4 (33%)	1 (25%)	2 (33%)	1 (50%)	19
3) Partly compliant with significant changes	0 (0%)	0 (0%)	2 (17%)	0 (0%)	0 (0%)	0 (0%)	2
Total responses	23	11	12	4	6	2	58

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

All the countries that have answered the questionnaire, have already implemented this standard. Two thirds of the countries that have implemented the standard consider this implementation to be fully compliant (65%) with the CEN standard while the remaining countries are partly compliant with minor changes to make (35%).

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

In excess of 50% of the countries that responded to this question state that they have already implemented this standard, with a high proportion of these complying with the CEN standard and only minor changes required by the others. The reason for not implementing this standard is that many countries who answered do not provide single piece non-priority second class mail. In case the answer was “no, we do not intend to” or “other” the main reason was that this service does not exist in the country.

- EN 14012: Measurement of complaints and redress procedures

Half of the countries (50%) that answered have already implemented this standard and another quarter of the respondents to this question intend to do so. 3 of the responses show no intention to implement. The implementation is mostly fully compliant (50%), or partly (33%) with minor changes to adopt. In case the answer was “other” the reason was that the issue was pending or that the current implemented measurement should be modified thoroughly.

It may be worth noting that the standard as adopted is currently under review. The new draft is geared to appeal to a wider section of service providers and is based on the ISO 10002 principles. However, where countries have already implemented EN 14012 full compliance will be regarded as being achieved. A date for adoption of the revised EN 14012 is not yet available.

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

Few countries have already implemented this standard (3) in full compliance with the CEN standard while 6 other countries intend to implement. However, almost half of the other respondents to this question have no intention to implement this standard. In case the answer was "other" the issue regarding implementation was still pending or the technology was not yet available.

- EN 14534: Measurement of the transit time of end-to-end services for bulk mail

Half of the countries have either implemented this standard or intend to do so (10), while the other half (9) have no intention to do so, or have not yet decided. Full compliance with the standard has been achieved by four countries while minor changes are required for the remainder. In case the answer was "other" the issue regarding implementation was still pending or the implementation was done for a specific category of bulk mail.

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

Up to now, this technical specification has been implemented by only one country and half of the countries that answered this question do not intend to. 6 countries stated that they intend to implement it in the future. The countries who have replied "other" will decide in the future if they will implement this standard. As this Technical Specification has only been tested by one country there is limited acquired experiences concerning the use of it.

A.3: How is compliance with the standard audited?

The general tendency is that compliance of the implementation is not audited in over a quarter of the cases. When standards are audited, it is mainly carried out by consulting or research companies or by the NRA. In five countries EN 13850 is audited by the NRA in addition to another form. With regard to EN 14508 three NRA's conduct audits in addition to other forms of auditing.

Table 3: How is compliance with the standard audited?

	EN 13850	EN 14508	EN 14012	Other standards ¹	All Standards
1. by research company	6 (21%)	3 (20%)	1 (11%)	0 (0%)	10
2. by consulting company	9 (31%)	2 (13%)	1 (11%)	4 (33%)	16
3. it is not audited	4 (14%)	3 (20%)	4 (45%)	5 (42%)	16
4. by NRA	8 (28%)	5 (33%)	3 (33%)	3 (25%)	19
5. by governmental body	1 (3%)	1 (7%)	0 (0%)	0 (0%)	2
6. other	1 (3%)	1 (7%)	0 (0%)	0 (0%)	2
Total responses	29	15	9	12	65

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

Auditing of this standard is mainly conducted by a research or consulting company. Four NRA's conduct audits in more than one way. Almost one fifth of the answers state that audits are not carried out.

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

Auditing of this standard is more evenly distributed between research and consulting companies as well as NRA and governmental body. However, in three cases the implementation process is not audited.

- EN 14012: Measurement of complaints and redress procedures

Almost half of the countries which implement this standard do not have the process audited. In those cases where the process is audited it is done by the NRA.

¹ EN 14508, EN 14137, EN 14534, TS 14773

- Other standards

In a quarter cases compliance with the other standards is audited by the NRA, a further third of the countries which answered this question conduct auditing using a consulting company while in excess of 42% of other countries compliance is not audited.

A.4: What is the legal status of the standard?

According to the answers, the legal status is spread equally among voluntary implementation, voluntary implementation but the issue covered by the standard is regulated and mandatory implementation.

However, EN 13850 requires mandatory implementation in 76% of the countries and in 24% of the countries the implementation is voluntary, but the issue covered by the standard is regulated. The implementation of EN 13850 is regulated de facto in all countries. Also the implementation of the complaint standard is mandatory or the issue is covered by a standard in almost three quarters of the cases.

Table 4: What is the legal status of the standards?

	EN 13850	EN 14012	Other standards	All Standards
1. Implementation is voluntary	0 (0%)	4 (20%)	25 (41%)	29
2. Implementation is voluntary, but the issue covered by the standard is regulated	6 (24%)	8 (40%)	13 (21%)	27
3. Implementation is mandatory	19 (76%)	7 (35%)	13 (21%)	39
4. The service covered by the standard does not exist in my country	0 (0%)	1 (5%)	10 (17%)	11
Total responses	25	20	61	106

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

19 countries consider EN 13850 to be mandatory while 6 others have included the issue covered by this standard in their legislation:

- by a law, a decree or an ordinance in two thirds of the countries.
- by a licence or a contract between the USP and the State or the NRA in one third of the countries.

We wish to draw your attention to the letter of the European Commission (see annex 4) addressed to all Members of the Postal Directive Committee of 21 March 2005, announcing that references to the different CEN postal EN standards have been published in the Official Journal of the European Union. As regards EN 13850 the European Commission informs Member States that they have to ensure that the performance levels are measured according to this standard for domestic mail from January 2004, and for cross border mail from January 2005, and that the results are published once a year as required by the Directive. The implementation of EN 13850 becomes mandatory.

Following the mandate given to CEN/TC331, adaptations were needed to the following standards EN 13850, EN 14508 and EN 14534 due to the extension of existing standards to new EU members.

- EN 14012: Measurement of complaints and redress procedures

In three quarters of the cases the implementation is regulated as the issue covered by the standard is regulated or as the standard itself is mandatory. Only in 20% of the cases the implementation is completely voluntary.

- Other standards

For most of the other standards implementation is more on a voluntary basis. Nevertheless in almost half of the cases the issue covered by the standard is still regulated or the implementation is mandatory.

A.5: Who is responsible for the measurement of the standard?

Most of the measurements are carried out by the USP, either according to regulation or by practice.

Table 5: Who is responsible for the measurement of the standard?

	EN 13850	EN 14012	Other standards	All Standards
1. NRA, according to regulation A.4	7 (27%)	1 (7%)	2 (6%)	10
2. NRA, by practice	0 (0%)	0 (0%)	3 (9%)	3
3. USP, according to regulation A.4	13 (50%)	8 (57%)	16 (49%)	37
4. USP, by practice	4 (15%)	5 (36%)	8 (24%)	17
5. Other	2 (8%)	0 (0%)	4 (12%)	6
Total responses	26	14	33	73

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

In a quarter of the countries the NRA is responsible for the measurement of this standard according to regulation. But in most cases the measurement is in the hands of the USP, partly according to regulation and partly by practice. In the case of “other” the measurement is done by the Ministry in one case or is a joint responsibility between USP and NRA in an other case.

- EN 14012: Measurement of complaints and redress procedures

In only one country the NRA (according to regulation) is responsible for measurement, while in the other 13 countries the USP is responsible.

- Other standards

For other standards the NRA (according to regulation or by practice) is responsible for measurement in 15% of the instances. Responsibility for measurement of other standards is by and large conducted by the USP (according to regulation) and (by practice).

A.6: To whom are the results of measurement reported?

The measurements of the standards are in a vast majority reported to the NRA, mainly according to regulation. Otherwise the measurements are reported to the government, customers or simply to the USP.

Chapter 6 of the Postal Directive 97/67 EC lays down the requirements regarding reporting and publication of the results of the measurement of quality of service.

Table 6: To whom are the results of measurement reported?

	EN 13850	EN 14012	Other standards	All Standards
1. To NRA, according to regulation A.4	19 (73%)	11 (85%)	15 (60%)	45
2. To NRA, by practice	1 (4%)	0 (0%)	2 (8%)	3
3. Other	6 (23%)	2 (15%)	8 (32%)	16
Total responses	26	13	25	64

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

In most of the cases results of the measurement are reported to the NRA, mainly according to regulation, while in almost a quarter of cases to the government, the customers or the USP itself are provided with measurement reports.

- EN 14012: Measurement of complaints and redress procedures

In almost all the countries results of the measurement are reported to the NRA, according to regulation, while in 2 countries these results are only used for internal purposes within the USP.

- Other standards

In 70% of the countries results are reported to the NRA according to regulation or by practice.

A.7: Is there any obligation concerning publication of the results

Publication of the measurement is globally mentioned as an obligation in almost 90 % of the answers, but there are important differences between the EN 13850/EN14508/EN14012 and the other standards.

The standard EN 13850 states that reports on the service performance for domestic mail shall be provided at least once a year but it does not state who should publish.

Results of measurement should be published, but in standard EN 13850 there is no requirement to send the results to the Commission.

There is a clear increase in the number of countries required to publish results of measurement compared to the situation in 2004.

Table 7: Is there any obligation concerning publication of the results?

	EN 13850	EN 14012	Other standards	All Standards
1. yes	21 (88%)	10 (77%)	18 (69%)	49
2. no, but the results are published	2 (8%)	2 (15%)	1 (4%)	5
3. no	1 (4%)	1 (8%)	7 (27%)	9
Total responses	24	13	26	63

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

All countries except one are publishing the results of EN 13850 due to an obligation to be published.

- EN 14012: Measurement of complaints and redress procedures

All countries except one are publishing the results of EN 14012, whereas in 2004 only half of these countries published these results.

- Other standards

Over one third of respondents state that there is no obligation concerning the publication of measurement results but three thirds has an obligation to publish.

A.8: How often are the results published?

In the majority of cases the results of measurement are published annually, a few countries published twice a year while other countries on a quarterly basis.

A.9: Where are the results published?

Almost all responses indicated that the results of EN 13850 are published in more than just one medium. Some NRAs inform the press to publish it in the newspaper.

Table 8: Where are the results published?

	EN 13850	EN 14012	Other standards	All Standards
1. NRA website	13 (27%)	4 (23%)	10 (27%)	27
2. USP website	7 (15%)	6 (35%)	9 (25%)	22
3. NRA bulletin / annual report	14 (29%)	2 (12%)	6 (16%)	22
4. USP bulletin / annual report	10 (21%)	3 (18%)	6 (16%)	19
5. Other	4 (8%)	2 (12%)	6 (16%)	12
Total responses	48	17	37	102

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

Almost three quarters of the NRAs publish results of measurement in or on the website/bulletins/annual reports. In almost half of the cases also the USP is publishing these results on the USP's website or USP bulletin/annual report.

- EN 14012: Measurement of complaints and redress procedures

Only three countries publish results through the NRA, another 4 publish via the USP.

- Other standards

The results of measurement are published equally by the NRA and the USP.

A.10: Who conducts measurement in accordance with the standard?

In almost 90% of the cases the USP conducts the measurement. In 63% of the cases the measurement is done by an external company and in 37% of the cases it is done by the USP itself.

Table 9: Who conducts measurements in accordance with the standard?

	EN 13850	EN 14012	Other standards	All Standards
1. NRA, external company	5 (19%)	0 (0%)	3 (13%)	8
2. NRA, internal resource	1 (3%)	0 (0%)	0 (0%)	1
3. USP, external company	18 (67%)	0 (0%)	13 (54%)	31
4. USP, internal resource	3 (11%)	10 (100%)	8 (33%)	21
Total responses	27	10	24	61

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

In 22% of the cases, the NRA conducts the measurement by using either internal or external resources. Most of the time, the USP conducts the measurement using external companies. In some cases (3) measurement is carried out by both the NRA and the USP.

- EN 14012: Measurement of complaints and redress procedures

Out of 10 countries which answered this question, the USP conducts the measurement by using internal resources.

- Other standards

In almost 90% of the cases the USP carries out measurement in accordance with the standard, either by using external or internal resources while the remaining measurements are done by the NRA using an external company.

SECTION B: THE METHODS USED FOR IMPLEMENTATION OF STANDARDS

Section B focuses on the methods of implementation currently used by CERP members and/or methods to be used in the future for the QoS standards that are under review by the project team.

B. 1: Implementation Timetable

Out of the 26 responses received 25 countries have commenced implementation of at least one, if not more, of the QoS standards.

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

Of the responses received to this question, all countries but 5 stated the date when they started to implement this standard. It is worthy to know that Czech Republic implemented standard for measuring quality of service of single piece mail in 1994, Switzerland in 1996, Belgium in 1998 and Portugal in 1999. Italy, Norway, Sweden and France have been measuring since 2000; United Kingdom since 2001; Poland, Romania and Finland since 2002; Germany, Luxembourg and Austria since 2003; Slovakia, Nederland and Spain since 2004 and Hungary since 2005. Slovenia implemented this standard in 2004 and start to measure according to it in 2006. Cyprus has indicated that they will start measuring in 2006 while in Lithuania this standard become mandatory in 2007. Croatia stated that this standard is in the process of adoption.

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

Switzerland has been measuring quality of service of single piece non-priority and second class mail since 1996. Portugal started using this measurement in 1999, Norway in 2000, United Kingdom in 2001 and Belgium in 2002. Finland, Poland and Romania have been measuring this transit time since 2003 while Italy and Slovakia since 2004. Slovenia implemented this standard in 2004 while Estonia stated that no measurements were adopted or conducted yet. Croatia stated that this standard is in the process of adoption.

- EN 14012: Measurement of complaints and redress procedures

Sweden has been measuring complaints and redress procedures since 2000, Norway since December 2001, Belgium since 2002, Finland since 2003 and Austria since 2004. France and Slovakia have been measuring complaints and redress procedures since 2005, while Slovenia implemented this standard in 2004 and will start to measure complaints and redress procedures in the beginning of 2007. In Lithuania this standard become mandatory in 2007. Croatia stated that this standard has been adopted but haven't been implemented yet, due to the fact that the implementation of standards is voluntary.

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

Slovenia implemented this standard in 2004 but has never been actually measuring the loss of registered mail and other types of postal services using track and trace system. Finland has been using this standard since December 2003. Croatia stated that this standard has been adopted but haven't been implemented yet, due to the fact that the implementation of standards is voluntary.

- EN 14534: Measurement of the transit time of end-to-end services for bulk mail

France has been measuring Bulk Mail quality since 2001, Belgium since 2003 while Finland has commenced measurement in this field in April 2004. The remaining respondents to this questionnaire are not currently measuring quality of Bulk Mail transit. Croatia stated that this standard is in the process of adoption.

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

It is worthy to note that none of the respondents to the questionnaire have started to use this technical specification to date. One country stated that this standard has been adopted but haven't been implemented yet.

B.2: Work required to implement the standards

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

Half of the countries which answered to this question needed to adapt a previous measurement standard to comply with EN 13850, while for the remaining countries it was the first measurement to be conducted.

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

Six respondents that are currently implementing this standard stated that they have had to adapt a previous measurement system and for 3 countries it was the first measurement. In other countries service not exists or they have no intention of implementing it.

- EN 14012: Measurement of complaints and redress procedures

Of the ten countries currently using this standard five stated that it was a new or first time measure while two stated that a previous system had to be adapted. Three countries have other answers on this question, either they stated that no measurements were adopted or conducted in relation with this standard or they intend to have new implementation which will take into account both company and customer needs.

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

There were only two answers concerning work required to implement measuring of the loss of registered mail and other types of postal services using track and trace system. One country stated that it was the first measuring while another one didn't exactly specified required work.

- EN 14534: Measurement of the transit time of end-to-end services for bulk mail

Of the six countries replying that measurement is being conducted two stated that no measurement had been adopted or conducted before, another two needed to adopt a previous measurement standard, while the remaining two countries stated that it was the first measurement.

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

Of the two countries replying to this question one stated that they have to adopt previous measurements standard, for another one it was the first measurement.

B. 3: What forced the need to conduct measurements

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

In most cases the implementation was solely a result of a national regulatory requirement or the need to follow up the USP activities.

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

Most of the countries using this standard the majority of them stated that it was implemented as a result of a national regulatory requirement combined with the need to follow USP activity as well as taken into account consumer needs.

- EN 14012: Measurement of complaints and redress procedures

Most stated that it was a national regulatory requirement, five of them combine it with a need to follow USP activity by the NRA, as well as consumer needs.

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

Of the countries that responded saying that measurement is being conducted two of them said there was a need for the NRA to follow the USP activity, while other stated that there was a need to ensure compliance of USO services with the standards and an other compliance with national regulatory requirements.

- EN 14534: Measurement of the transit time of end-to-end services for bulk mail

Of the four responses to this question one stated that it was implemented as a result of a national regulatory requirement. One country stated that implementation was a result of a need for the NRA to follow the USP activity combined with consumers needs, while the other two did it on USP's request, one combined with consumers needs.

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

Of the two countries responding to this question one stated that there was a need for the NRA to follow the USP's activity, while another implemented it because of mutual agreement between USP and NRA.

B. 4 and B. 5: Costs of implementation and who bears the costs

From the responses received the costs incurred for implementing the standards varied greatly from one country to another. As this information may be sensitive, the project team decided not to detail individual country costs. The following tables are intended to provide an indication of how wide-ranging the costs involved can be. As you will note a number of countries refrained from providing the costs involved.

To understand the cost of implementation, the following elements should be taken into account:

- In our questionnaire, we asked for the cost of the current system which covered mostly more than the minimum requirements of the standards (For example: some countries have a sample design of 3 times the minimum size required by the standard or have a much more detailed stratification because a lot of USP's use the operational measurement as a management tool.) That influence highly the implementation cost.
- Regarding the cost, we have only asked in our questionnaire the total cost. This total cost often includes internal and external costs (For example: the cost of the consultant, but also the labour cost of the persons in charge of the measurement system within the USP and/or NRA.).
- Costs depend largely on the size of the country, labour costs, economic development, etc...

It is also very important to stress that in reference to the questionnaire 2004 it is now noticeable that USP is in general more and more bearing the cost of the implementation. In most countries the costs are now solely paid by the USP or they are divided between the USP and the NRA. There are only few countries where NRA has paid everything.

It is worthy to note at this point that contact details are listed at the end of this Report and it may be possible to clarify more precisely the extent of the costs involved in implementing some of the QoS standards under review by this team by using the contact details provided.

In the tables below you will find relevant information regarding the cost of implementation:

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

Table 10 : Costs of implementation of EN 13850

Not Stated	Less than 100 000 EUR	Between 100 000 and 500 000 EUR	More than 500 000 EUR
15	5 ²	2 ³	3 ⁴

Table 11: Costs borne regarding EN 13850

USP 100%	NRA 100%	USP/NRA	Not stated
15 (66%)	4 (17%)	4 ⁵ (17%)	2

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

Table 12: Costs of implementation of EN 14508

Not Stated	Less than 100 000 EUR	Between 100 000 and 250 000 EUR	More than 250 000 EUR
20	2	1	2 ⁶

Table 13: Costs borne regarding EN 14508

USP 100%	NRA 100%	USP/NRA	Not stated
9 (81%)	2 (19%)	0 (0%)	14

- EN 14012: Measurement of complaints and redress procedures:

Table 14: Costs of implementation of EN 14012

Not Stated	Less than 100 000 EUR	Between 100 000 and 250 000 EUR	More than 250 000 EUR
22 ⁷	1	1 ⁸	1

² In one case the costs are divided into internal and external costs. The only known number are consultancy costs.

³ In one case the costs are divided into internal and external costs.

⁴ In one case the costs are divided into internal and external costs, and in another case there are also other costs.

⁵ In one case the are equally split between USP&NRA, another split the costs on a 10/90 basis between NRA/USP, while the other split the costs between the cost of audits and the cost of implementation.

⁶ In one case costs are split in all three categories.

⁷ One country stated that there are high internal and external costs, especially for software.

⁸ In one case the costs are split between internal and external costs.

Table 15: Costs born by regarding EN 14012

USP 100%	NRA 100%	USP/NRA	Not stated
12 (100%)	0	0	13

- EN 14137: Measurement of loss of registered mail and other types of postal services using track and trace system:

Table 16: Costs of implementation of EN 14137

Not Stated	Less than 100 000 EUR	Between 100 000 and 250 000 EUR	More than 250 000 EUR
25	0	0	0

Table 17: Costs born by regarding EN 14137

USP 100%	NRA 100%	USP/NRA	Not stated
2 (100%)	0 (0%)	0 (0%)	23

- EN 14534: Measurement of the transit time of end-to-end services for bulk mail

Table 18: Costs of implementation of EN 14534

Not Stated	Less than 100 000 EUR	Between 100 000 and 250 000 EUR	More than 250 000 EUR
23	0	1	1 ⁹

Table 19: Costs borne regarding EN 14534

USP 100%	NRA 100%	USP/NRA	Not stated
4 (100%)	0 (0%)	0 (0%)	21

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

Table 20: Costs of implementation of TS 14773

Not Stated	Less than 100 000 EUR	Between 100 000 and 250 000 EUR	More than 250 000 EUR
25	0	0	0

Table 21: Costs born by regarding TS 14773

USP 100%	NRA 100%	USP/NRA	Not stated
1 (100%)	0 (0%)	0 (0%)	24

⁹ Costs are split between internal and external costs.

SECTION C : FUTURE IMPROVEMENT/ATTITUDE/INTENTION

This section analyses future improvements on the one hand and the attitude and intention regarding the standardisation work on the other.

C.1: What is your Organisation's attitude/view towards implementing the standard?

The majority of the National Regulatory Authorities (NRAs) take a rather pragmatic stance on the fact that these standards are the only possible harmonised method for measuring quality of service across the whole of Europe.

There are 10 NRAs really "happy" to implement the standards especially EN 13850 and even 8 NRAs are happy to EN 14012, in the manner specified. Additionally 10 NRAs find EN 13850 and 4 NRA find EN 14012 the only possible harmonized method for measuring transit time or compliant handling across Europe.

There is only one country against EN 13850 as it is not a standard for measuring the quality of service.

On the other hand there is one NRA against all standards, with the exception of EN 13850 as it seems that the customer is rather satisfied with the quality of service offered by the USP.

Table 22: What is your Organisation's attitude/view towards implementing the standard?

	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1. We are happy to implement the standard in the manner specified	10	3	8	4	3	2
2. It is the only possible harmonised method or measuring transit time across Europe	12	7	4	2	2	2
3. We do not see any advantages in implementing the standard, but we accept the decision to implement it	1	1	3	1	1	3

The results of the second consultation show also a more positive attitude towards the measurement of transit time of priority, non-priority single piece mail and complaints and redress procedures(EN 13850 and EN 14508). The other EN and TS are not of great interest in the most CERP countries.

C.2: Does your Organisation plan to extend the standard to multiple operators?

More and more countries, a large majority of the NRAs are not planning at present to extend the standards to multiple operators. Many NRAs answered that it should be discussed again, perhaps in a few years' time. There is no country where standards have already been extended and only in one country there are plans to extend the standards.

Table 23: Does your Organisation plan to extend the standard to multiple operators?

	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1. Yes, the standard has already been extended	0	0	0	0	0	0
2. Yes, there are plans to extend the standard	1	1	1	1	0	0
3. No, we do not plan to extend the standard to multiple operators	18	9	11	7	8	6

C.3: Do you plan to establish new regulations/laws imposing mandatory application of the standard in your country?

In most countries there are no plans to establish mandatory applications by new laws or new regulations.

Table 24: Do you plan to establish new regulations/laws imposing mandatory application of the standard in your country?

	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1. Yes, new regulations have already imposed mandatory application	9	3	6	4	1	2
2. Yes, it is planned to establish new regulations to impose mandatory application	1	0	1	0	1	0
3. No, there are no plans to establish mandatory application	7	9	8	10	9	10

SECTION D: POSITIVE AND NEGATIVE ELEMENTS EXPERIENCED IN THE IMPLEMENTATION OF THE STANDARDS

This section does not ask if standards are implemented, but asks about the attitude, positive or negative, toward the different standards.

D.1: Are you fully satisfied with the standard and does it fulfill its purpose

All countries are satisfied, fully or partly, with the current standards, no one is not satisfied with these standards. They are most fully satisfied with standard EN 13850 regarding measurement of the transit time of end-to-end services for single piece priority mail and first class mail standard, EN 14012 regarding the measurement of the complaints and redress procedures and EN 14508 for single piece non-priority mail and second class mail (this product does not exist in the most countries).

In case the respondents are only partly satisfied, the reason given is that some procedures are too complicated.

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

In general most countries are satisfied (fully or partly) with this standard. None of the respondents is not satisfied with this standard. In case the respondents are only partly satisfied, the following reasons are mentioned :

- the standard covers only transit time and not for example last time of collection, number of letter boxes, etc...;
- some procedures are too complicated.

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

Countries who have implemented the standard are satisfied or partly satisfied. Some of the respondents have no opinion because they will not implement this standard as they do not have any second-class mail items.

- EN 14012: Measurement of complaints and redress procedures

In general most countries, who have implemented it, are fully satisfied with this standard. In some cases the respondents have no opinion because the implementation process has not been completed yet, but they intend to implement this standard in the near future.

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

In general most countries that have experience with this standard are satisfied. None are not satisfied with this standard.

- EN 14534: Measurement of the transit time of end-to-end services for bulk mail

In general most countries, that have implemented this standard, are satisfied. In case the respondents are only partly satisfied, they mention the following reason: the standard is applied for each client and there is no need to measure the quality of service as a whole.

D.2: Geographical distribution

In case of domestic postal services, the field of study defines parts of the country in which one is conducting the measurement. Standard gives definitions of urban and rural areas and of different distances (the criteria of what is a rural or an urban area must be agreed with the national regulator). Since European countries vary in size, one can be flexible in determine where should senders and receivers stationed, so survey is better suited to national characteristics. The important thing is that all parts of one country should be covered.

The geographical stratification can be linked with the postal logistic network. It can be made in accordance with sorting centre influence areas. Administrative areas should not be considered for the geographical stratification.

In the first version of EN 13850:2002 the minimum geographical distribution of the panel required 30 postal areas. In the amendment EN 13850:2005 this requirement has been reduced at least now to 3 sending and 3 receiving geographical areas to have a minimum of 9 cells in total in order to make it applicable to small countries.

The distribution of the panel should reflect the geographical stratification.

D.3. Real mail studies

The purpose of real mail studies is to collect information on priority single piece mail flows and other characteristics of mail within the field of study regarding:

- The geographical stratification weights,
- The highly discriminant mail characteristics (day of posting, time of posting, type of delivery), see EN 13850, section 6.2
- Other mail characteristics (type of induction, physical mail characteristics), see EN 13850, section 6.3

The estimation of the weights of the geographical stratification and the highly discriminant characteristics as a minimum are mandatory. The other mail characteristics can also influence the quality of service. Whenever the postal operator identifies a discriminant characteristic it shall be included in the design of the system and the right proportion for the discriminant characteristic shall be used.

Sampling is the easiest way of getting the information. Sampling means that you don't analyse all the mail when trying to identify its characteristics, but you define a sample (that should have statistical significance) and take the number of items defined from operations.

The frequency of the real mail studies shall be determined in accordance with the national regulator and shall be performed at a minimum once every third year.

Real mail studies can be implemented either by the postal operators themselves (internal study) or external by an external body or company.

Postal operators' real mail internal studies consist of systems where samples of real postal items are drawn when they go through the postal network. They are mostly two stage samples: sample of points of induction or points of delivery and the samples of postal items are drawn in accordance with an observation agenda to cover all days of the week / several periods of the year.

Overview of real mail internal studies

Table 25: Overview of real mail internal studies

		Observation at induction	Observation at delivery
Geographical stratification	City of origin	Yes	Yes if included in Postmark
	City of destination	Yes	Yes
	Distance	Yes	Yes if city of origin is observed
Highly discriminant parameters	Type of delivery	Yes	Yes
	Day of posting	Yes	Yes
	Time of posting	Yes	No
Discriminant parameters	Type of induction	Yes	No
	Mail characteristics	Yes	Yes

The second way is to use external studies. They are normally implemented by market research companies with well-known experience in this matter.

Data collection is done either by telephone interview or by self-completion interview, they are involving different samples:

- Samples of customers, drawn from households and businesses, in order to be representative of these populations for their socio-demographic characteristics.
- Samples of households, representative for region of housing
- Samples of businesses, representative for region, sector of activity and number of employees.

Telephone interviews are designed to measure real behaviours and can provide data on city of origin, type of induction and time of posting.

Self-completion diaries provide data about city of origin, city of destination, type of induction, day and time of posting, type of delivery, mail characteristics.

Overview of real mail external studies

Table 26: Overview of real mail external studies

		Telephone survey about customers' behaviours	Diaries completed by customers
Geographical stratification	City of origin	Yes	Yes
	City of destination	No	Yes
	Distance	No	Yes
Highly discriminant parameters	Type of delivery	No	Yes
	Day of posting	Yes	Yes
	Time of posting	Yes	No

D.4. Cross-border mail measurement

Cross-border mail measurement is closely linked with the International Post Corporation which was founded in 1989. They are a cooperative association of 24 member Postal operators in Europe, North America, and Asia-Pacific. Together their members deliver more than 330 billion letters a year; that is almost 80% of the world's total mail volume.

The objectives set by the 1997 European Union Directive on Postal Services (97/67/EC Directive) are J+3 = 85 % and J+5 = 97 %. For 2006, the average performance reached 95.0% of European cross-border first class letter mail delivered within three days of posting, and 99.0% within five days.

The UNEX¹⁰ system uses test letters to sample the performance of the end-to-end cross-border mail flows. The test letters are posted and received by people selected by a contractor, on the basis of specified criteria. The characteristics of the test letters and of the panel are specified to ensure that they are representative of the formats and sizes, posting method, payment, and location of posting and receipt of the real mail stream. In 2006, about 350,000 test letters representative of real mail, were sent in 662 country-to-country mail streams, covering both urban and rural areas in Europe.

¹⁰ UNipost EXternal Monitoring System

The design of UNEX Measurement System is in compliance with the CEN standard EN 13850 Postal services - Quality of service - Measurement of the transit time of end-to-end services for priority and first class mail which specifies the methodology for monitoring of quality of service in the European Union. Conformance to this standard is mandatory for the 27 national Posts in the European Union. Most of the test letters contain a Radio Frequency Identification (RFID) device so that as a test letter moves through the mail pipeline, the time of its arrival at specific points can be recorded automatically by radio receivers located in postal facilities. These radio receivers are linked to a global RFID Network run by the International Post Corporation. In a fully anonymous manner, they help to identify any delays which may occur along the postal process, from origin country to destination country.

UNEX results have two key functions: to aid operational efficiency and to provide performance data for calculating terminal dues payments linked to quality of service. Transponder data allows IPC to identify bottlenecks and delays and helps their members to improve their operations. Their Performance Centre uses UNEX data to monitor international quality of service route by route. Its report to the Operations Upgrading Committee highlights any underperforming routes so that members can take corrective action and restore quality of service as soon as can be.

UNEX also provides data for quality of service performance reports on which terminal dues are based. Terminal dues are paid by one Postal operator to another for delivering their international mail. Under quality-based schemes, Postal operators only receive their full terminal dues payments if they meet performance targets for on-time delivery. This financial incentive to achieve high quality of service helps to raise delivery performance for postal customers.

All REIMS¹¹ agreements are cost based and incorporate incentives to provide quality of service. Postal operators must meet delivery quality of service targets in order to receive the full REIMS payment. REIMS III would be designed to continue the cost and quality basis but to provide a system that reflects changes in the postal market since REIMS was first negotiated 10 years ago. The sixteen parties to REIMS II started negotiations intended to produce a new, REIMS III agreement in October 2006. The aim was to finalize discussions by January 2007, but provision was made to continue applying REIMS II in 2007 if more time is needed to carry on negotiations on REIMS III.

A REIMS III agreement would offer access under domestic conditions (Level 3) and two further levels based on operational criteria. The working groups deliberating on the appropriate terms for REIMS III were asked to consider customer demands, the competitive, liberalized environment in postal markets; mail substitution and volume decline; the universal service obligation and regulation at EU and domestic level.

REIMS East provides a terminal dues system based on cost and service quality for postal operators in countries that acceded to the European Union in 2004. Eight Postal operators signed REIMS East which gave them seven years to meet REIMS II quality of service targets. During 2006, IPC began talks with the postal operators in Romania and Bulgaria about joining the system.

¹¹ Remuneration of Exchanges of International Mail System

SECTION E: QOS TARGETS AND RESULTS

The responses to the section E (Targets and Results) of the questionnaire was given by 26 countries (of which 23 are Member States of European Union, 2 countries are associated with EU (Norway and Switzerland) and one is a Candidate Country (Croatia).

Not all responding countries have delivered the targets and / or results.

Below there is a table summarizing the responses given by 26 CERP Member countries.

E.1: Measurement of transit time

E.1.1. Measurement of transit time of end-to-end services for single piece priority mail and first class mail

Table 27: Quality of Service for first class / priority, single piece, domestic mail (EN 13850)

		Targets 2005	Results 2005
		D+1 = ... %	D+1 = ... %
AT	Austria	95 %	95,85%
BE	Belgium	94 %	91,4
HR	Croatia	no data	no data
CY	Cyprus	90 %	no data
CZ	Czech Rep.	90 %	96 %
DK	Denmark	95 %	93,9 %
FI	Finland	95 %	94,8 %
FR	France	no target	79,1 %
DE	Germany	no target*	95,7 %
HU	Hungary	85 %	89,7 %
IE	Ireland	94 %	73 %
IT	Italy	88 %	88,3 %
LT	Lithuania	no data	no data
LU	Luxembourg	95 %	97,8 %
MT	Malta	89 %	90,78%
NL	Netherlands	95 %	95,6 %
NO	Norway	85 %	86,7 %
PL	Poland	82 %	93,33%
PT	Portugal**	94 %	95,6 %
RO	Romania	77 %	no data
SK	Slovakia	95 %	94,3 %
SI	Slovenia	95 %	88,10%****
ES	Spain	no targets for D+1***	no data
SE	Sweden	85 %	95,2 %
CH	Switzerland	no target	97,7 %
UK	United Kingdom	92,5%	91,4 %

Footnote regarding table above:

* Germany has no targets for transit time (Domestic results: Annual report of USP and Annual report of NRA (end-to-end quality of service)

** Portugal has special figures for items with origin and / or destination in islands Madeira and Azores. (Targets D+2 = 85 % - results D+2 = 93,1)

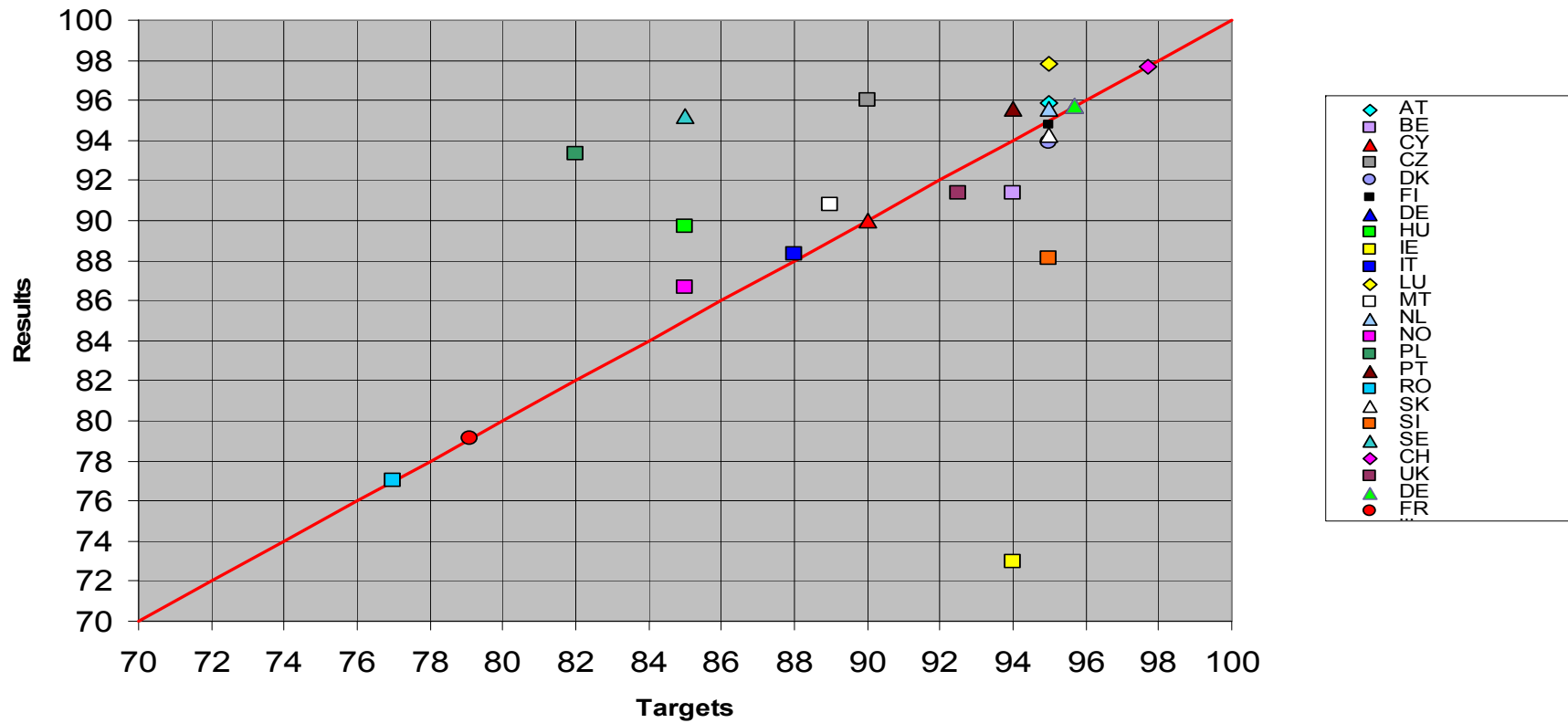
*** Spain has a target for D + 3

**** Slovenia has testing from October till December 2005.

The comparison of targets and results achieved by the Universal Service Providers in the countries are presented in the graph on the next page. In this graph you will find targets and results of first class priority mail in 2005 in Europe according to the Day + 1 monitoring.

DRAFT

Targets vs Results of First class (Priority) mail in 2005 in Europe D+1 = ... %



*France, Germany and Switzerland have no targets, only results.

One of the conclusions of this graph is that there exists a large diversity of targets and results.

It can be observed that in general results are well matched with the targets, which would mean that the targets are ambitious. There are however few exceptions. Poland have the targets rather low (82%) compared to the results achieved (93,3%). On the other side the targets for Slovenia seem to be too ambitious (95%) compared to results achieved (88,1%)

The majority of Universal Service Providers, of which the results are delivered, achieve the targets set by domestic legislation or NRA. This is the case of Austria, Czech Republic of, Hungary, Italy, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal and Sweden.

But the D+1 target is not the only one applied in the CERP Members countries In around half of countries which have replied have imposed other standards, e.g. some of them set D+2 and / or D+3 targets. Two countries (Austria and UK) have sated a target for D+4. Austria is also very specific, as it is the only country that requires 100% mail items to be delivered within a certain time limit. There is also one country (Spain) which has a target for D+5.

The detailed table of others than D+1 targets and results are presented in the tables 2, 3, 4 and 5.

Table 28: Quality of Service for first class / priority, single piece, domestic mail (EN 13850)

		Targets 2005	Results 2005
		D+2 = ... %	D+2 = ... %
AT	Austria	98 %	99,55 %
BE	Belgium	97 %	98,4 %
FR	France	No target	95,4 %
LU	Luxembourg	99 %	99,9 %
PL	Poland	90 %	99,5 %
RO	Romania	90 %	no data
SK	Slovakia	99 %	99,5 %
SI	Slovenia	99,5%	98,9 %

Table 29: Quality of Service for first class / priority, single piece, domestic mail (EN 13850)

		Targets 2005	Results 2005
		D+3 = ... %	D+3 = ... %
CY	Cyprus	97 %	no data
HU	Hungary	97 %	99,5 %
IT	Italy	99 %	99 %
IE	Ireland	99,5 %	97 %
NO	Norway	97 %	99,4 %
PL	Poland	94 %	99,91%
RO	Romania	94 %	93,33%
ES	Spain	90 %	88,43%

Table 30: Quality of Service for first class / priority, single piece, domestic mail (EN 13850)

		Targets 2005	Results 2005
		D+4 = ... %	D+4 = ... %
AT	Austria	100 %	99,97%
UK	United Kingdom	99,9%	no data

Table 31: Quality of Service for first class / priority, single piece, domestic mail (EN 13850)

		Targets 2005	Results 2005
		D+5 = ... %	D+5 = ... %
AT	Austria	98 %	95,39%

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

The European-wide measurement system, known as UNEX, is administrated by International Post Corporation (IPC). The detailed results of UNEX are published by at www.ipc.be

The results of Quality of Service are published either at the websites or in the bulletin / annual reports of NRAs or USPs. There is however not many responses from the CERP Members on how the results are published. The responses are presented in table 6.

Table 32: Where the results are published

	NRA website	NRA bulletin / annual report	USP website	USP bulletin / annual report
AT	www.bmvit.gv.at			
BE	www.bipt.be	Annual report		
CH	www.postreg.admin.ch	Annual report	www.post.ch	Annual report
CY	www.ocecpr.org.cy			
ES				Annual report
FI				Annual report
FR			www.laposte.fr	
GE	www.bundesnetzagentur.de	Annual report (end-to-end quality of service)	www.deutschepost.de	Annual report
HU	www.nhh.hu			
IE	www.comreg.ie	Publications/Information Notice-Annual Report		
NO				Report to NRA
PL	www.uke.gov.pl	Bulletin		
RO	www.anrc.ro	NRA bulletin		Annual report
SI	www.apek.si	Annual report	www.posta.si	
SK	www.posturad.sk	NRA bulletin		
UK			www.royalmail.com	

E.1.2. Measurement of transit time of end-to-end services for single piece non- priority mail and second class mail

The tables below show that not all countries has targets and results of non-priority mail. The main reason is that a lot of countries do not have this service.

Table 33: Quality of Service for single piece non-priority and second class mail, domestic mail (EN 14508)

		Standards 2005	Targets 2005	Results 2005
		D+n = ... %		
BE	Belgium	D + 2 = D + 3 =	94 % 97 %	94,4 % 98,6 %
DK	Denmark	D + 3 =	95 %	D + 3 = 98,3 % D + 4 = 99,8 % D + 5 = 100 %
HU	Hungary	D + 3 = D + 5 =	85 % 97 %	94,8 % 99,6 %
IT	Italy	D + 3 = D + 5 =	94 % 99 %	94,2 % 99 %
NO	Norway	D + 4 = D + 6 =	85 % 97 %	97,7 % 99,7 %
PL	Poland	D + 3 = D + 5 =	85 % 97 %	91,9 % 99,5 %
PT	Portugal	D + 3 =	96 %	97,2 %
RO	Romania	D + 3 = D + 5 =	85 % 97 %	91,9 % 99,5 %
SK	Slovakia	D + 2 = D + 4 =	93 % 99 %	95,8 % 99,9 %
CH	Switzerland	D + 3 =	No target	98,2 %
UK	United Kingdom	D + 3 =	98,5 %	98,5 %

Table 34: Where the results are published

	NRA website	NRA bulletin / annual report	USP website	USP bulletin / annual report
BE	www.bipt.be	Annual report		
CH	www.postreg.admin.ch	Annual report	www.postch.ch	Annual report
GE	www.bundesnetzagentur.de	Annual report ¹²	www.deutschepost.de	Annual report
HU	www.nhh.hu			
PL	www.uke.gov.pl	Bulletin		
RO	www.anrc.ro	Bulletin		Annual report
SK	www.posturad.sk	NRA bulletin		
UK			www.royalmail.com	

E.1.3. Measurement of transit time of end-to-end services for bulk mail

The tables below show in which countries the targets and results of bulk mail are available and how these are published.

Table 35: Quality of Service for bulk mail (EN 14534)

		Standards 2005	Targets 2005	Results 2005
		D+n = ... %		
HU	Hungary	First class /priority bulk domestic mail D + 1 =	85 %	99,1 %
		D + 3 =	97 %	99,9 %
		Non-priority and second class bulk mail D + 3 =	85 %	99,1 %
		D + 5 =	97 %	99,9 %
NL	The Netherlands	D + 1 =	95 %	97 %

¹² end-to-end quality of service

Table 36: Where the results are published

	NRA website	NRA bulletin / annual report	USP website	USP bulletin / annual report
HU	www.nhh.hu			

E.2: Measurement of loss of mail

E.2.1 Measurement of the loss of registered mail and other types of postal services using track and trace system

Only Malta is measuring loss in line with this standard and publishing targets and results.

E.2.2. Measurement of loss and substantial delay of priority and first class mail using a survey of test letters

Only Portugal is using this approach for measuring loss and substantial delay of priority and first class mail.

Other countries measuring loss based on other methods, for example on the basis of complaints.

E.3: Measurement of complaints and redress procedures

E.3.1 Do you have targets regarding complaints

In the following countries there are targets, namely Denmark (define by the USP), Hungary (in Hungary legislation stipulates that that the USP should use EN 14012).

E.3.2. Do you have results regarding complaints

The following countries have results:

- Belgium: by the USP and by the Mediator
- Austria:42422 complaints where recorded by the USP
- Denmark by USP
- Finland by USP
- France by USP
- Germany by NRA
- Hungary by USP

- Italy by USP who informs the Ministry of Communications
- Luxemburg by USP
- Malta by NRA
- Norway by USP
- Poland by USP and the USP informs the NRA
- Portugal by USP
- Romania by USP but USP must provided a report regarding complaints
- Slovakia by USP
- Slovenia by USP
- Switzerland by UPS
- Netherlands by USP and by independent dispute committee
- United Kingdom by USP

E.3.. Do you publish figures regarding complaints

The following countries have mentioned the following elements regarding publication:

- Belgium: report of the Mediator
- Denmark: website USP
- Finland: no publication
- France: website USP
- Germany: annual report of NRA
- Hungary: website NRA
- Italy: website USP
- Luxemburg; general information in the annual report of the USP
- Norway: on the website of the NRA
- Poland : annual report
- Portugal: USP website and annual report
- Romania: annual report
- Slovakia: press
- Slovenia: website USP
- Switzerland: no publication
- Netherlands: yearly report of the USP and the yearly report by the independent dispute committee
- United Kingdom by USP

SECTION F: WORK OF CEN

CEN – official name: the European Committee for Standardization¹³ - was founded in 1961 by the national standards bodies in the European Economic Community and EFTA countries. Now CEN is contributing to the objectives of the European Union and European Economic Area with voluntary technical standards which promote free trade, the safety of workers and consumers, interoperability of networks, environmental protection, exploitation of research and development programmes, and public procurement.

CEN activities are characterized by the following features:

- openness and transparency:

All interested stakeholders may take part in the work; representation is secured primarily through the national standards bodies which send balanced delegations to the policy-making bodies and technical committees. Depending on specific terms of reference, the committees are also open to Associate Members, Counsellors, European trade federations and international organizations;

- consensus:

Standards are developed on the basis of voluntary agreement between all parties;

- national commitment and technical coherence:

Formal adoption of European Standards is decided by a weighted majority vote of the CEN National Members and is binding on all of them. They must implement the standards at national level and withdraw conflicting standards;

- integration with other international work:

Despite many benefits of standardization it is also time-consuming and sometimes expensive. Wherever possible CEN works with other European and international bodies. The standards programme is coordinated by the Technical Board of CEN. Most standards are drawn up in technical committees (TC) and their working groups (WG).

Technical Committee “Postal Services” was created thanks to the decision of 14 of March 1996 taken by CEN Technical Board which approved the report prepared by CEN Programming Committee 8. The Committee received the number 331.

In March 1996 the Technical Committee got from the European Commission the Mandate No 240 (M240) to prepare 15 standards related to postal services. In May 2001 new Mandate No 312 (M312) was rewarded to the Committee to prepare new standards and extending the existing ones to new member states of European Union and extending them to multiple operators. Furthermore CEN TC 331 has welcomed initiatives of the industry to create additional work items beyond the scope of the new mandate.

¹³ FR : Comité Européen de Normalisation, DE : Europäisches Komitee für Normung

In 2005 a discussion regarding future of postal standardization was undertaken by CEN TC 331. In June 2006 at the plenary meeting in Prague it was finalized and a request for a new mandate from the Commission is to be prepared.

The role of standardization in the postal sector is crucial, as it is undergoing a mutation process, under the combined effect of the development of technologies, of the progressive opening to competition and of the evolution of the customers' needs. It is essential that the regulatory and standardisation environments facilitate and accompany this mutation in order to ensure that the European Union benefits from fast, effective and competitive postal services, which are vital to ensure the competitiveness of European industry and to transform the internal market into reality for the postal service customers.

The standards of CEN TC 331 have a major impact on the interoperability of postal systems and technologies for the benefit of customers. Further, they help to open new markets; to assist technological innovations; and they support a fast access to large markets.

CEN TC 331 aims at executing the standardisation work programme taking into account the target dates mentioned in the programme for each standard or other document.

The work of TC is organized in 3 Working Groups (WG):

CEN/TC 331/WG 1	Quality of service
CEN/TC 331/WG 2	Hybrid mail
CEN/TC 331/WG 3	Automatic identification of items - Addresses

The activities of 3 Working Groups had been finalized:

CEN/TC 331/WG 4	Physical characteristics and forms
CEN/TC 331/WG 5	Apertures in letter boxes
CEN/TC 331/WG 6	Consistent Terminology

Within CEN TC 331 there was also a Customer Needs Task Force which gathers all important stakeholders active from customer side.

The members of the Technical Committee (and from the Working Groups) came from postal operators, regulators, and industry representatives. All of them represent one of the National Member of CEN. CEN's National Members are the National Standards Organizations of 29 European countries. There is only one member per country. They have voting rights in the General Assembly and Administrative Board of CEN and provide delegations to the Technical Board which defines the work programme.

The most¹⁴ of CEN TC 331 decision are taken by weighted votes in accordance with the Treaty of Nice (and with the agreement of the CEN National Members of non-EU countries) and are as follows:

¹⁴ Some decisions (e.g. regarding Technical Reports) are taken by simple majority.

Table 37: Voting in CEN

No	Country	CEN member	Votes	WWW
1	Austria	ON	10	www.on-norm.at
2	Belgium	IBN/BIN	12	www.ibn.be
3	Cypr	CYS	4	www.cys.org.cy
4	Czech Republic	CSNI	12	www.cni.cz
5	Denmark	DS	7	www.ds.dk
6	Estonia	EVS	4	www.evs.ee
7	Finland	SFS	7	www.sfs.fi
8	France	AFNOR	29	www.afnor.org
9	Germany	DIN	29	www.din.de
10	Greece	ELOT	12	www.elot.gr
11	Hungary	MSZT	12	www.mszt.hu
12	Iceland	IST	3	www.stadlar.is
13	Ireland	NSAI	7	www.nsai.ie
14	Italy	UNI	29	www.uni.com
15	Latvia	LVS	4	www.lvs.lv
16	Lithuania	LST	7	www.lsd.lt
17	Luxembourg	SEE	4	www.see.lu
18	Malta	MSA	3	www.msa.org.mt
19	Netherlands	NEN	13	www.nen.nl
20	Norway	NSF	7	www.standard.no
21	Poland	PKN	27	www.pkn.pl
22	Portugal	IPQ	12	www.ipq.pt
23	Romania	ASRO	14	www.asro.ro
24	Slovakia	SUTN	7	www.sutn.gov.sk
25	Slovenia	SIST	4	www.sist.si
26	Spain	AENOR	27	www.aenor.es
27	Sweden	SIS	10	www.sis.se
28	Switzerland	SNV	10	www.snv.ch
29	United Kingdom	BSI	29	www.bsi-global.com

It is the responsibility of the CEN National Members to implement European Standards as national standards, to distribute and sell them and to withdraw any conflicting national standards.

European Standards (EN) are the final results of Technical Committee activities.

Other outputs of CEN TC are the following approved documents:

- Technical Specifications (CEN TS),
- Technical Reports (CEN TR)
- CEN Workshop Agreements (CWA).

All of them might be bought in one of the National Standards Organizations.

Please contact your national CEN member if you wish to:

- order any documents,
- comment on draft standards,
- participate in a Working Group,
- attend a meeting

You may also contact CEN/TC 331 or a particular Working Group at the addresses given below

Table 38: Contact person within CEN

Chair	Mr. Marc Sandrin ASPHERIA	18 rue Grange Dame Rose FR 78941 VELIZY CEDEX FRANCE	Phone: +33 1 34 63 49 29 Fax: +33 1 34 63 49 32 msandrin@aspheria.com
Secretariat	Mr. Gertjan van den Akker Nederlands Nor- malisatie-instituut	P.O. Box 5059 2600 GB DELFT THE NETHER- LANDS	Phone: +31 15 2 690 426 Fax: +31 15 2 690 242 gertjan.vandenakker@nen.nl
WG 1 Quality of Ser- vice	Mr. Ulrich Dam- mann Bundesnetzagen- tur	Tulpenfeld 4 53113 Bonn GERMANY	Phone: +49 228 14 21 51 Fax: +49 228 14 62 15 ulrich.dammann@BNetzA.de
WG 2 Hybrid Mail	Mr. Jacob John- sen IDP	Strandgade 71 1401 COPENHAGEN DENMARK	Phone: +45 32 83 63 50 Fax: +45 32 83 63 01 jjo@idp.dk
WG 3 Addresses and Automatic Iden- tification of Items	Mr. François Gil- let Solystic	25, rue de Chony BP 102 26501 Bourg Les Valence CEDEX FRANCE	Phone: +33 (0) 475 40 71 42 Fax: +33 (0) 475 40 71 30 francois.gillet@solystic.com

The crucial decisions of CEN Technical Committee 331 are taken at Plenary meetings of CEN TC 331:

Table 39: CEN plenary meetings history

Date of the meeting	Location of the meeting
1999-12-14	Brussels
2000-06-20	Bonn
2000-12-14	Berne
2001-06-20	Budapest
2001-12-13	London
2002-05-07	Madrid
2002-12-17	Vienna
2003-05-16	Rome
2004-02-06	Bonn
2004-06-11	Barcelona
2004-12-10	Amsterdam
2005-06-10	Stockholm
2005-12-02	Paris
2006-06-16	Prague
2006-12-15	Sevilla
2007-6-15	Stavanger
2007-11-30	Warsaw

The list of published standards prepared by CEN TC 331

Table 40: List of published standards

Standard reference	Title	Citation in OJ	Directive
CEN/TR 14709:2006	Postal services - Quality of service - Guide for the implementation of EN 13850	No	-
CEN/TR 15369:2006	Postal services - Quality of service - Guide for the implementation of EN 14534 Measurement of the transit time of end-to-end services for bulk mail	No	-
CEN/TS 14014:2006	Postal services - Hybrid Mail - XML definition of encapsulation of letters for automated postal handling	No	-
CEN/TS 14441:2005	Postal services - Mail aggregates - Creation, processing and tracking	No	97/67/EC

CEN/TS 14442:2003	Postal services - Automated processing of mail items - Facing identification marks	Expected	97/67/EC
CEN/TS 14482:2003	Postal services - Trays for international letter mail - Test methods and performance requirements	Expected	97/67/EC
CEN/TS 14567:2004	Postal services - Automated processing of mail items - Address block locator	Expected	97/67/EC
CEN/TS 14631:2005	Postal services - Automatic identification of receptacles and containers - Receptacle asset numbering	No	97/67/EC
CEN/TS 14773:2004	Postal services - Quality of service - Measurement of loss and substantial delay in priority and first class single piece mail using a survey of test letters	No	97/67/EC
CEN/TS 14826:2004	Postal services - Automatic identification of items - Two dimensional bar code symbol print quality specification for machine readable Digital Postage Marks	No	-
CEN/TS 15130:2006	Postal services - DPM infrastructure - Messages supporting DPM applications	No	-
EN 13619:2002	Postal services - Mail item processing - Optical characteristics for processing letters	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 13724:2002	Postal services - Apertures of private letter boxes and letter plates - Requirements and test methods	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 13850:2002	Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 14012:2003	Postal services - Quality of service - Measurement of complaints and redress procedures	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 14137:2003	Postal services - Quality of service - Measurement of loss of registered mail and other types of postal service using a track and trace system	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 14142-1:2003	Postal services - Address databases - Part 1: Components of postal addresses	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 14508:2003	Postal services - Quality of service - Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 14534:2003	Postal services - Quality of service - Measurement of the transit time of end-to-end services for bulk mail	Cited in OJ C 30 (2005-02-05)	97/67/EC
EN 14615:2005	Postal services - Digital postage marks - Applications, security and design	Expected	97/67/EC
ENV 13712:2000	Postal services - Forms - Harmonised vocabulary	Expected	97/67/EC

SECTION G: CONTACT PERSONS DEALING WITH STANDARDISATION

Please find below the summary table of persons to contact regarding standardisation issues within:

- the NRA
- the Ministry
- the USP
- Others

Table 41: List of contact persons

The authorities indicated in green can be contacted.

	NRA	MINISTRY	USP	OTHER
AUSTRIA		YES	YES	
BELGIUM	YES		YES	
CROATIA	YES	YES	YES	YES
CZECH REPUBLIC	YES	YES	YES	YES
CYPRUS	YES	YES	YES	
DENMARK	YES		YES	
FINLAND	YES	YES	YES	YES
FRANCE	YES	YES	YES	
GERMANY	YES			
HUNGARY	YES	YES	YES	YES
IRELAND	YES			
ITALY		YES	YES	
LITHUANIA	YES			
LUXEMBOURG	YES	YES	YES	
MALTA	YES		YES	
NETHERLANDS	YES	YES	YES	
NORWAY	YES		YES	
POLAND	YES	YES		
PORTUGAL	YES		YES	YES
ROMANIA	YES		YES	
SLOVAK REPUBLIC	YES	YES	YES	YES
SLOVENIA	YES	YES	YES	YES
SPAIN	YES			
SWEDEN	YES	YES	YES	YES
SWITZERLAND	YES			
UNITED KINGDOM	YES			

You can find the details of the contact persons in Annex 1.

SECTION H: FINAL CONCLUSIONS

- A. Our first set of conclusion deals with changes and tendencies compare with our survey of 2004:
- EN 13850 is now implemented in all EU and EEA countries who have replied to the questionnaire;
 - There is an increasing use of the non-priority mail standards (EN 14508);
 - There is more and more the obligation to publish results of standards;
 - CERP members becomes more convinced that implementation of standards is not only done for regulatory purposes but also other reasons namely consumer needs and operational requirements
 - The measurement is increasing conducted by the USP in stead of the NRA and by consequence the cost of the measurement are also born the USP. Big differences were observed with the costs of measurement between countries of similar size.
 - A large majority of the NRAs are not planning to extend standards to multiple operators
- B. In this report we have a new section regarding targets and results of measurements. The key findings are the following:
- A large diversity of targets and results among CERP members;
 - In general results matched well with the targets, which means that the targets were ambitious, except in some cases;
 - The majority of the USPs achieve the targets set by the domestic legislation or the NRA;
 - All countries set targets for D + 1, except one who has set targets for D + 3. Additional almost half of the countries have defined other targets for D + 2 till D + 6;
 - A lot of countries do not communicate the results and the targets regarding the measurement, except for measurement of the transit time of end-to-end services for single piece priority mail and second class mail. Nevertheless most countries stated that they have implemented other standards.
- As a result of this fact we think that there should be more transparency.
- C. Based on the replies it is not always clear what is mandatory implementation and whether the implementation is compliance with the standard. Only EN 13850 "Measurement of the transit time of end-to-end services for single piece priority mail and first class mail" is obligatory for EU Member States, as decided during Postal Directive Committee meeting on 29th of November 2002 and published in the Official Journal on 5th of February 2005.
- D. An important point about reliability of measurement is an audit of standard EN 13850. The most essential point regarding the reliability of the measurement system is that the audit made by an independent body
- E. The majority of countries, answered negatively to the question whether they intend to implement TS 14773

ANNEX 1: LIST OF CONTACT PERSONS

AUSTRIA

Contact person in Universal Service Provider

Österreichische Post AG
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Fax: 0043 57767 5 23475
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Website: www.post.at
Postal address: Postgasse 8, 1010 Wien, Austria

Contact person in Ministry

Ministry for Transport, Innov. and Technology
Dr. Alfred Stratil
Tel: 00431 797 31 4100
Fax: 00431 797 31 4109
E-mail: alfred.stratil@bmvit.gv.at
Website: www.bmvit.gv.at
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BELGIUM

Contact person in National Regulatory Authority

BIPT
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Other relevant contact person who deal with Standardisation

BIN/IBN
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1000 Brussels - Belgium

CROATIA

Contact person in National Regulatory Authority

Postal Services Council

Mr. Pero Tabak

Head of Division

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Fax: ++ 385 1 4673 593

E-mail : ptaba@vpu.hr

Mrs Iva Sučević

Adviser

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Fax: ++ 385 1 4673 593

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Croatia

Contact person in Ministry

Ministry of Sea, Tourism, Transport and Development

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Head of Division

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Contact person in Universal Service Provider

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Croatia

Contact Person in Consumer or Standardisation body

Croatian Standards Institute

Ms Snježana Zima

Temporary Director General

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++385 1 6109 321

snjezana.zima@hzn.hr

www.hzn.hr

Ulica Grada Vukovara 78, 10 000 Zagreb, Croatia

CYPRUS

Contact person in National Regulatory Authority Contact person in Ministry

Office of the Commissioner for
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Mr. Ioannis Vassillades
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Tel: +357 226 93123
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CZECH REPUBLIC

Contact person in National Regulatory Authority

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Czech Republic

Contact person in Ministry

Ministry of Informatics
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Contact person in Universal Service Provider

Czech POST, state enterprise
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Contact Person in Consumer or Standardisation body

TESTCOM
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DENMARK

Contact person in National Regulatory Authority

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Contact person in Universal Service Provider

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FINLAND

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Contact person in Ministry

Ministry of Transport and Communications
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Website: www.mintc.fi

Contact Person in Consumer or Standardisation body

The Finnish Consumers' Association
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FRANCE

Contact person in National Regulatory Authority

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Postal Regulation Department
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Contact person in Ministry

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La Poste
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HUNGARY

Contact person in National Regulatory Authority

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Contact person in Universal Service Provider

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Contact Person in Consumer or Standardisation body

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IRELAND

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ITALY

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Manager

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Ministry of communications-

D.G. regulation of postal sector

Mrs. Anna Passaggia

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ANNEX 2: LIST OF INTERESTING WEBSITE LINKS

Website Links

CERP Member Countries
International Institutions
International organisations and associations

CERP Member Countries

Countries	NRA	Min	USP
Albania	-	www.mtt.gov.al	www.mtt.gov.al
Andorra	-	www.andorra.be	-
Azerbaijan	-	www.mincom.gov.az	www.azerpost.rabita.az
Austria	-	www.bmvit.gv.at	www.post.at
Belarus	-	www.belpak.by	www.belpak.by
Belgium	www.bipt.be	-	www.depost.be
Bosnia and Herzegovina	-	www.fbihvlada.gov.ba/engleski/index.html	www.bhp.ba/en/
Bulgaria	www.crc.bg	www.mtc.government.bg	www.bgpost.bg
Croatia	www.vpu.hr	www.mmtpr.hr	www.posta.hr
Cyprus	www.ocecpr.org.cy	www.mcw.gov.cy	www.mcw.gov.cy/dps
Czech Republic	www.ctu.cz	www.micr.cz	www.cpost.cz
Denmark	www.fstyr.dk		www.postdanmark.dk
Estonia	www.sa.ee	www.mkm.ee/eng/	www.post.ee

Countries	NRA	Min	USP
Finland	www.ficora.fi	www.mintc.fi	www.posti.fi
France		www.industrie.gouv.fr	www.laposte.fr
Germany	www.bundesnetzagentur.de	www.bmwa.bund.de	www.dpwn.de
Greece	-	www.yme.gr	www.elta-net.gr
Hungary	www.nhh.hu	www.ihm.gov.hu	www.posta.hu
Iceland	www.pta.is	http://eng.samgonguraduneyti.is/ministry/	www.postur.is
Ireland	www.comreg.ie	www.dcmnr.gov.ie/Home/Communications/	www.anpost.ie
Italy	-	www.comunicazioni.it	www.poste.it
Latvia	www.sprk.gov.lv	www.sam.gov.lv	www.pasts.lv
Liechtenstein	-	www.llv.li	www.post.li
Lithuania	www.rrt.lt	www.transp.lt	www.post.lt
Luxembourg	http://www.ilr.lu	www.etat.lu/SMA/	www.ept.lu
Macedonia, the former Yugoslav Republic of	-	www.dtk.gov.mk	www.mp.com.mk
Malta	www.mca.org.mt	-	www.maltapost.com
Moldova	-	http://mci.gov.md	http://mci.gov.md
Monaco	-	www.gouv.mc	www.gouv.mc
Netherlands	www.opta.nl	www.minez.nl	www.tpgpost.nl
Norway	www.npt.no	www.odin.dep.no/sd	www.posten.no

Countries	NRA	Min	USP
Poland	www.uke.gov.pl	www.mtib.gov.pl	www.poczta-polska.pl
Portugal	www.anacom.pt	http://www.moptc.pt	www.ctt.pt
Romania	www.anrc.ro	www.mcti.ro	www.posta-romana.ro
Russian Federation	-	www.russianpost.ru	www.russianpost.ru
San Marino	-	www.omniway.sm	www.omniway.sm
Slovakia	www.posturad.sk	www.telecom.gov.sk	www.slposta.sk
Slovenia	www.apek.si	www.mg.gov.si	www.posta.si
Spain	www.mfom.es	www.mfom.es	www.correos.es
Sweden	www.pts.se	www.regeringen.se	www.posten.se
Switzerland	www.postreg.admin.ch	www.uvek.admin.ch	www.post.ch
Turkey	www.ptt.gov.tr	www.ptt.gov.tr	www.ptt.gov.tr
Ukraine	-	www.stc.gov.ua	www.ukrposhta.com
United Kingdom	www.psc.gov.uk	www.dti.gov.uk/postalservices	www.royalmail.com
Vatican City State (Holy See)	-	www.vatican.va	-

International Institutions

European Commission

Directorate-General Competition	http://www.europa.eu.int/comm/dgs/competition/index_en.htm
Directorate-General Internal Market	http://www.europa.eu.int/comm/internal_market/post/index.htm
Eurostat	http://www.europa.eu.int/comm/eurostat

Universal Postal Union

UPU	http://www.upu.int
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International organisations and associations

Association for the Co-ordination of Consumer Representation in the Standardisation	ANEC	http://www.anec.org
European Consumers' Organisation	BEUC	http://www.beuc.org
European Committee for Standardisation	CEN	http://www.cenorm.be
	CEN/TC 331	http://www.nen.nl/cen331
European Committee on Postal Regulations	CERP	http://www.cept-cerp.org
European Express Association	EEA	http://www.euroexpress.org
Federation of European Direct and Interactive Marketing	FEDMA	http://www.fedma.org
International Post Corporation	IPC	http://www.ipc.be
PostEurop	PostEurop	http://www.posteurop.org

Format of the Questionnaire:

The Questionnaire is divided into 6 parts:

- Section A asks questions about the **current situation** concerning the implementation of the Standard in your country;
- Section B asks questions concerning the **method used for implementing** the Standard in your country;
- Section C asks questions concerning **your attitude toward the implementation of the Standard**, and your **intentions/views for future improvement**;
- Section D asks questions concerning the **positive and negative elements experienced** in implementing the Standard which you found useful and would like to share with others;
- Section E asks **targets and results** regarding measurement of transit time, loss and complaints;
- Section F asks for **contact persons**.

All questions focus on the **6 Quality of Service Standards** under review by this Project Team which are as follows:

- **EN 13850** Measurement of the transit time of end-to-end services for single piece priority mail and first class mail;
- **EN 14012** Measurement of complaints and redress procedures;
- **EN 14137** Measurement of the loss of registered mail and other types of postal services using track and trace system;
- **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;
- **TS 14773** Measurement of loss and substantial delay of priority and first class mail using a survey of test letters.

A. Status / Current situation - please ✓ appropriate answer (s)	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
<i>A.1 Have you already implemented one of the following CEN quality of service standards? If so please tick the box.</i>						
1) Yes	24	11	10	4	5	1
2) No, but we intend to implement it	0	0	6	6	5	6
3) No, we do not intend to implement it	0	9	3	8	9	11
4) other, <i>please comment</i>	1	3	3	4	3	3
A. 2. Do you consider the standard you have implemented to be:	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) Fully compliant with the CEN standard	15	8	6	3	4	1
2) Partly compliant with the CEN standard; minor changes are needed to adopt the current standard	8	3	4	1	2	1
3) Partly compliant with the CEN standard; significant changes are needed to adopt the current standard	0	0	2	0	0	0
A.3 How is <u>compliance</u> with the standard <u>audited</u>?	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) by research company	6	3	1	0	0	0
2) by consulting company	9	2	1	1	2	1
3) it is not audited	4	3	4	1	4	0
4) by NRA	8	5	3	2	0	1
5) by governmental body	1	1	0	0	0	0
6) other, <i>please indicate</i>	1	1	0	0	0	0

A.4 What is the <u>legal status</u> of the standard?	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) Implementation is voluntary	0	2	4	8	8	7
2) Implementation is voluntary, but the issue covered by the standard is regulated	6	4	8	2	4	3
3) Implementation is mandatory (if the operator is obliged to implement the standard due to national rules or regulations)	19	6	7	4	2	1
4) The service covered by the standard does not exist in my country	0	7	1	1	1	1
A.5 <u>Who is responsible</u> for the measurement of the standard?	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) NRA, according to regulation A.4	7	2	1	0	0	0
2) NRA, by practice	0	1	0	1	0	1
3) USP, according to regulation A.4	13	8	8	3	3	2
4) USP, by practice	4	2	5	1	4	1
5) Other (<i>please state for each standard</i>)	2	2	0	1	1	0
A.6 To whom are the results of measurement <u>reported</u>?	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) To NRA, according to regulation A.4	19	8	11	3	3	1
2) To NRA, by practice	1	0	0	1	0	1
3) Other (<i>please state</i>)	6	3	2	0	3	2
A.7 Is there any obligation concerning <u>publication</u> of the results?	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) yes	21	10	10	3	3	2
2) no, but the results are published	2	1	2	0	0	0
3) no → <i>please skip to A.10</i>	1	1	1	1	3	2

A.8 <u>How often</u> is the results published?	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) once a year	15	7	10	1	2	2
2) twice a year	2	1	0	0	0	0
3) every 3 months	5	3	2	2	1	0
4) every month	1	1	1	0	1	1
5) more often, <i>please indicate</i>	1	0	0	0	1	0
A.9 <u>Where are the results published?</u>	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) NRA website	13	7	4	2	1	0
2) USP website	7	4	6	2	2	1
3) NRA bulletin / annual report	14	5	2	1	0	0
4) USP bulletin / annual report	10	3	3	1	1	1
5) Other, <i>please indicate</i> ...	4	2	2	0	2	2
A.10 <u>Who conducts measurement</u> in accordance with the standard?	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) NRA, external company	4	2	0	0	0	0
2) NRA, internal resource	1	0	0	0	0	0
3) USP, external company	17	8	0	0	4	0
4) USP, internal resource	3	3	9	3	1	1
5) Other, <i>please indicate</i>	2	1	1	0	0	0
.....						
.....						

B. The method of implementation - please ✓ appropriate answer (s)	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
B.1 When did you start to implement it (please indicate the year and month)? YYYY-MM						
B.2 To implement the standard:	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) Did you have to adapt a previous measurement standard?	8	6	2	0	2	0
2) Was it the first measurement?	9	3	5	1	2	1
3) Other, <i>please</i> <i>com-</i> <i>ment</i>	3	3	3	1	2	1
B.3 What were the needs to implement it? Please tick the boxes.	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) National regulatory requirement	17	7	7	1	1	0
2) NRA's need to follow the USP activity	8	3	5	2	1	1
3) USP's request	4	3	2	0	2	0
4) Consumer's needs	8	4	3	0	2	0
5) Other:	2	3	0	1	1	0
B.4 Can you estimate the cost (not exact figures – estimation) of the implementation and follow-up of this standard? Please split up the cost into the following categories (please calculate in EURO).	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) Internal costs (labour, information technology, training, etc.)	1) €	1) €	1) €	1) €	1) €	1) €
2) External costs (consultants, auditors, hardware and software, etc.):	2) €	2) €	2) €	2) €	2) €	2) €
3) Other (impact on quality of service targets, non quantifying elements, etc.):	3) €	3) €	3) €	3) €	3) €	3) €
B.5 Who bears the costs? Please tick the box.	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) <i>NRA</i>	4	2	0	0	0	0
2) <i>USP</i>	15	3	12	2	4	1
3) <i>Others</i> :	3	15	14	24	22	25
<i>Split by NRA, USP and others in proportion (%)</i>	4	0	0	0	0	0

C. Future improvement/ Attitude / Intention - please ✓ appropriate answer (s)	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
<i>What is your Organisation's <u>attitude/view</u> towards implementing the standard?</i>						
1) We are happy to implement the standard in the manner specified.	10	3	8	4	3	2
2) It is the only possible harmonised method for measuring quality of service across the whole of Europe	12	7	4	2	2	2
3) We do not see any advantages in implementing the standard, but we accept the decision to implement it	1	1	3	1	1	3
Comments:						
<i>Does your Organisation <u>plan</u> to extend the standard to <u>multiple operators</u>?</i>	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) Yes, the standard has already been extended	0	0	0	0	0	0
2) Yes, there are plans to extend the standard	0	0	0	0	0	0
3) No, we do not plan to extend the standard to multiple operators	22	10	13	8	8	6
Comments:						
<i>Do you <u>plan</u> to establish new regulations/laws imposing <u>mandatory application</u> of the standard in your country?</i>	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
1) Yes, new regulations have already imposed mandatory application	9	3	6	4	2	2
2) Yes, it is planned to establish new regulations to impose mandatory application	1	0	1	0	1	0
3) No, there are no plans to establish mandatory application	8	8	7	9	7	9
Comments:						

D. Positive elements experienced in the implementation standards - please ✓ appropriate answer (s)	EN 13850	EN 14508	EN 14012	EN 14137	EN 14534	TS 14773
<i>D.1 Are you fully satisfied with the standard and does it fulfil its purpose?</i>						
1) Fully satisfied	14	6	8	4	4	2
2) Partly satisfied	8	3	5	1	2	2
3) Not satisfied	0	0	0	0	0	0
Why?						

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E. Quality of service targets and results

E.1 Measurement of transit time

	Targets 2005		Results 2005	
	Domestic	Cross-border mail	Domestic	Cross-border mail

E.1.1 EN 13850 - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail

D + 1				
D + 2				
D + 3				
D + 4				
D + 5				
D + ...				

Where are the targets and the results published? Please specify.

E.1.2 EN 14508 - Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail

D + 1				
D + 2				
D + 3				
D + 4				
D + 5				
D + ...				

Where are the targets and the results published? Please specify.

E.1.3 EN 14534 - Measurement of the transit time of end-to-end services for bulk mail				
D + 1				
D + 2				
D + 3				
D + 4				
D + 5				
D + ...				
Where are the targets and the results published? Please specify.				
.....				

DRAFT

E. 2 Measurement of loss of mail
E.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 targets and results regarding this measurement? Please ✓ appropriate answer.
<input type="checkbox"/> Yes (If yes, please specify and where the targets and the results are published?):
<input type="checkbox"/> No
E.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 targets and results regarding this measurement? Please ✓ appropriate answer.
<input type="checkbox"/> Yes (If yes, please specify and where the targets and the results are published?):
<input type="checkbox"/> No
E.3 EN 14012 - Measurement of complaints and redress procedures
E.3.1 Do you have targets regarding complaints? Please ✓ appropriate answer.
<input type="checkbox"/> Yes - Please specify which and who has fixed these (NRA, Ministry, USP, Mediator...). and where are the targets published.
<input type="checkbox"/> No
E.3.2 Do you have results regarding complaints? Please ✓ appropriate answer.
<input type="checkbox"/> Yes - Please specify which body is responsible for these results):
<input type="checkbox"/> No
E.3.3 Do you publish figures regarding complaints? Please ✓ appropriate answer.
<input type="checkbox"/> Yes (Please specify where):
<input type="checkbox"/> No

F. General information

F.1. Has the National Standards Body translated any/all of the Standards which are under review by this project team into your local language? *If not, which standard(s) remain to be translated?*

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F.2. Other topics not covered by the questionnaire concerning the standard implementation? *Please state – comment by sending the questionnaire*

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.....

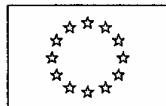
.....

G. Contact persons			
1. The contact person in the NRA who deals with standardisation?		2. The contact person in the Ministry who deals with standardisation?	
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 supplementary information? <i>please ✓ appropriate answer</i>		Can CERP members contact this person should they want supplementary information? <i>please ✓ appropriate answer</i>	
<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> YES	<input type="checkbox"/> NO
3. The contact person in the designated USP who deals with standardisation?		4. Other relevant contact persons who deal with standardisation (Standardisation body, Consumer Body, Other operators)?	
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 supplementary information? <i>please ✓ appropriate answer</i>		Can CERP members contact this person should they want supplementary information? <i>please ✓ appropriate answer</i>	
<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> YES	<input type="checkbox"/> NO

DRAFT

ANNEX 4



EUROPEAN COMMISSION

Internal Market and Services DG

Services
Postal services

21.03.05 1366

Brussels,
Markt/E4/JR/DS/HM D(2005) - 2346

To all Members of the Postal Directive Committee

Dear members,

I am pleased to inform you that the references of the different CEN postal EN standards have been published in the Official Journal of the European Union (C 30/3 of February 5, 2005 – see doc attached).

I would like to take this opportunity to pay tribute to the excellent work of the TC 331 since its creation in 1996, and to reiterate the importance of standardisation for the postal sector.

The results achieved through close coordination and consultation with all stakeholders, are a successful example of a consensual approach within the postal industry to find solutions on issues of common interest. These standards will nurture greater interoperability between postal value chain players, and facilitate improved quality of service by giving adequate tools for measurement.

I wish to draw your attention on the implementation of standard EN 13850 which becomes mandatory. Member States have to ensure that the performance levels are measured according to this standard for domestic mail from January 2004, and for cross border mail from January 2005, and the results published once a year as required by the Directive.

As you know, following a mandate from the Commission, the TC 331 is currently working on the adaptation of the standard to the enlarged Union, and results are expected towards mid 2006. The Commission will take into account this fact in its assessment of the application of the standards by new Member States.

Finally, we envisage the first data provided by the new UNEX system will allow for a first assessment of quality of service at the EU 25 level.

I am confident that these developments serve to stimulate effective quality of service measurement – and I wish to thank you for your ongoing support in the standardisation process.

Yours faithfully,


Jörg REINBOTHE
Head of Unit

Commission européenne, B-1049 Bruxelles / Europese Commissie, B-1049 Brussel - Belgium. Telephone: (32-2) 299 11 11.
Office: C100 04/062. Telephone: direct line (32-2) 296 38 29. Fax: (32-2) 296 83 92.

http://europa.eu.int/comm/internal_market/
E-mail: Hughes.DE-LA-MOTTE@cec.eu.int

ANNEX 5: Steps to implement

This section was part of the questionnaire 2004 and it illustrates different ways of how the standards have been implemented in the countries. It ranges from offering to conduct the measurement of the USP up to the creation of a new measurement with all the procedures such as public consultation, tender for Research Company and publication of the first report.

In the tables bellow you will find different approaches regarding EN implementation:

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

Table: Different implementation scenarios EN 13850

Country	Activity	Date
Austria	<ol style="list-style-type: none"> 1. Tender process 2. Pilot phase 3. Implementation 4. Adoption 	2001 2002 2003 2005
Belgium	<ol style="list-style-type: none"> 1. First wave of independent measurement by BIPT 2. Second wave of independent measurement by BIPT 3. Agreement between NRA and USP to replace the BIPT system and the internal system of De Post by an independent measurement system 4. Describing the requirements and selection of a consultant 5. Start of test measurements 6. Operational measurements 	1998-2000 2001 End 2000 Beginning 2001 Second half 2001 2002
Cyprus	Cross-border mail is already being measured by IPC <ol style="list-style-type: none"> 1. For national mail: Terms of Tender regarding implementation of the standard 2. Implementation of the standard 3. Publication of the first results 	1999 12.2004 During 2005 End 2005
Czech Republic	<ol style="list-style-type: none"> 1. Preparation 2. Implementation 	1993 01.1994
Finland	<ol style="list-style-type: none"> 1. USP's report according to standard 2. Auditing report from research company paid by NRA 	31.03.2004 26.5.2004
Germany	<ol style="list-style-type: none"> 1. USP & external company presented their measurement system to NRA 2. Some modifications in agreement with the NRA 3. Invitations to tender for the auditing 4. Decision for the auditor 5. Auditor's Confirmation 	05.2003 May-Dec 2003 03.2004 04.2004 08.2004

	6. First results for third quarter of the year	10.2004
Ireland	<ol style="list-style-type: none"> 1. Public Consultation & Report 2. Preliminary Interviews 3. Tender for Research Company 4. Contract in place 5. Real Mail Study 6. Begin Pilot Measurement Programme 7. Commence Live Measurement 8. First Quarter Results & Report 	<p>May-Sep 2001</p> <p>10.2001</p> <p>12.2001</p> <p>08.2002</p> <p>Aug/Sep 2002</p> <p>10.2002</p> <p>1.1.2003</p> <p>05.2003</p>
Luxembourg	<ol style="list-style-type: none"> 1. First request for a consultant 2. Second request for a consultant 3. Placing order with consultant 	<p>30.10.2002</p> <p>08.04.2003</p> <p>23.07.2003</p>
Netherlands	<ol style="list-style-type: none"> 1. Receiver panel 4 years 2. Increasing proportion handwritten 3. Changing the distribution of the weights of test letters according to real mail 	<p>2003</p> <p>2003</p> <p>2003</p>
Norway	<ol style="list-style-type: none"> 1. Offer to conduct measurement 2. Consultation with NRA 	<p>01.2002</p> <p>06.2003</p>
Poland	<ol style="list-style-type: none"> 1. Analysis of the standard 2. Compliance with the specific conditions in Poland – division of the country into 10 test areas and establishment of the sample size – 10,000 items, once a year 3. Division of the country into 30 test areas and establishment of the sample size – 9,600 items – 4 times a year 	<p>2002</p> <p>2002</p> <p>2004</p>
Portugal	<ol style="list-style-type: none"> 1. Real mail studies 2. Statistical design 3. Software development 4. Manual of procedures 5. Trial period 6. ISO certification <p>Note: annual audits to verify accuracy of the system have been conducted by NRA since 1999. Resulting from these NRA recommended some changes to improve measurement design.</p>	<p>1999</p> <p>1999</p> <p>1999</p> <p>1999</p> <p>2000</p> <p>2002</p>
Romania	<ol style="list-style-type: none"> 1. Ensure EN 13850 is in the USP licence conditions 2. Ensure USP Licence conditions include steps to attain standards 3. Agree ANRC procedures for overseeing USP attainments 4. Apply a reporting procedure on USP 5. Continuous assessment of USP by ANRC 	07.2004

Slovakia	1. Working out the measurement methodology in accordance with EN to respect national conditions	31.12.2004
	2. Setting of implementation schedule	31.12.2004
	3. Approval of methodology of measurement	30.03.2005
	4. Realization of study of real mail items	30.06.2005
	5. Execution of the pilot measurement according to approved methodology	30.11.2005
	6. Evaluation of the methodology and its updating according to finding determined by implementation	31.12.2005
Slovenia	1. Publication on SIST web site	1.1.2004
	2. Implementation by Slovenian Post	1.1.2004
Spain	1. Measurement by Waves	Until 2002
	2. Continuous measurement	2003
Sweden	Published by SIS	20.12.2002

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

Table: Different implementation scenarios EN 14508

Country	Activity	Date
Belgium	Identical to EN 13850	
Norway	Offer to conduct measurement	01.2002
Poland	1. Analysis of the standard	2003
	2. Compliance with the specific conditions in Poland – division of the country into 10 test areas and establishment of the sample size – 10,000 items, once a year	2003
	3. Division of the country into 30 test areas and establishment of the sample size – 9,600 items – 4 times a year	2004
Portugal	1. Real mail studies	1999
	2. Statistical design	1999
	3. Software development	1999
	4. Manual of procedures	1999
	5. Trial period	2000
	6. ISO certification	2002
Note: annual audits to verify accuracy of the system have been conducted by NRA since 1999. Resulting from these NRA recommended some changes to improve measurement design.		

Slovakia	1. Working out the measurement methodology in accordance with EN to respect national conditions	31.12.2004
	2. Setting of implementation schedule	31.12.2004
	3. Approval of methodology of measurement	30.03.2005
	4. Realization of study of real mail items	30.06.2005
	5. Execution of the pilot measurement according to approved methodology	30.11.2005
	6. Evaluation of the methodology and its updating according to finding determined by implementation	31.12.2005
Slovenia	1. Publication on SIST web site	1.1.2004
	2. Acquaintance by Slovenian Post	1.1.2004
Sweden	Implementation by Sweden Post	2001

- EN 14012: Measurement of complaints and redress procedures:

Table: Different implementation scenarios EN 14012

Country	Activity	Date
Austria	1. Design	4 th Qtr 2002
	2. Tender phase	1 st Qtr 2003
	3. Pilot phase	2003
	4. Adoption	2003
	5. Implementation (partly)	2004
	6. Adaptations	ongoing
Cyprus	1. Study of the terms of the standard	During 2004
	2. Definition of the implementation timetable	2005
Finland	1. USP's report according to standard	31.03.2004
	2. Auditing report from research company paid by NRA	26.5.2004
Norway	1. Research	10.09.2001
	2. Test version 1	15.12.2001
	3. Test version 2	01.05.2002
	4. Implementation for use	01.07.2002
	5. Full version in use	01.12.2002
Slovakia	1. Modification of the system of measurement of complaints according to requirements of EN	31.12.2004
	2. Implementation of the system of measurement of complaints	31.12.2005
	3. Evaluation of the system of measurement of complaints	30.04.2006
Slovenia	1. Publication on SIST web site	01.01.2004
	2. Acquaintance by Slovenian Post	01.01.2004
Sweden	Implementation by Sweden Post	2001

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

Table: Different implementation scenarios EN 14137

Country	Activity	Date
Slovenia	Publication on SIST web site ¹⁵	01.01.2004
Sweden	Published by SIS ¹⁶	19.09.2003

- EN 14534: Measurement of the transit time of end-to-end services for bulk mail:

No information was provided regarding the necessary steps to be used to implement this standard.

¹⁵ See above

¹⁶ Swedish Standardization Institute (section EN 13850)

ANNEX 6: Problems and solutions, lessons and advices

Annex 6 is actually part of last years report, where we ask regulators about their experience, gained from the implementation. In first part of this annex there are problems and solutions listed for standards EN 13850 (same for EN 14508) and EN 14012. Other two parts are guidelines for all parties intending to implement one of CEN standards.

Problems and solutions

The following tables highlight problems, experiences and provide some solutions:

- EN 13850: Measurement of the transit time of end-to-end services for single piece priority mail and first class mail and EN 14508: Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail:

Table: Possible problems with suggested solutions regarding EN 13850

Problem	Solution
Requirements for the system of measurement (e.g. continuity of measurement) cause considerable financial requirements for its realization	Implementation of EN step by step, according to the financial possibilities
Funding	Phasing the implementation
Lack of human resources	Recruitment
New concepts and requirements	Research & innovation
Selecting representative regions	Task ordered to external company
Difficulties in obtaining data concerning real postal item streams	Negotiations
Finding a consultant	Two trials
USP does not like independence	Explain reasons, methodology & get answers right
Real Mail stream	Not yet available
Insufficient expertise within research company carrying out the auditing of the measurement	-
Knowledge	Study and follow-up
Design of the survey	External consulting
Acceptability of the results	Internal communication
Technical	Discussion with NRA

F. EN 14012: Measurement of complaints and redress procedures:

Table: Possible problems with suggested solutions regarding EN 14102

Problem	Solution
Implementation of EN requires modification of the current system of measurement of complaints (new forms, instructions, recording of parameters, which have not been recorded before, etc)	Realization step by step
Make the system cooperate with other systems	Working with the owner of other systems for making this one
Speed of system	Still working on
Access to system	Different user groups
Tracing of what is being put into the system	Access control and saving of user in database
Sufficient expertise within research company carrying out the auditing of the measurement	-
Complaint process	Consequent streamlining
Complex standard provisions	Adaptation of process and system to both USP's and customer needs
Human resources	Training, staffing

Lessons learned from implementation

Table: Lessons learned from implementation

Building up knowledge of CEN standards makes it possible to put such standards into force as soon as possible. Everyone in the organisation wants to contribute to such a system. Much easier to meet obligations to the NRA. Able to locate faults in the system and correct them in the exact unit that made it.
Expertise is required, as well as significant human and financial resources
Implementation was difficult due to the irregular postage: however, it was essential to find out the real transit time for mail – it is a basis to assess the postal services quality
Due to uniformity of the standards, a comparison from year to year is possible
The standard implementation is too expensive for small countries
Important to follow rules set out in the standard for EN 13850. NRA result was more accurate than previous USP study. Credible research company important. Panel selection – get proper mix and number.

Differences exist between the measurement of the transit time and the measurement of end-to-end services. EN 13850 is related only to the transit time and not to the end-to-end services.
To start the work cooperation is needed between NRA, USP and research company conducting the measurement and auditing of it.
Standards difficult to implement due to complex provisions. Standards sometimes do not satisfy USP's and customer needs to the necessary extent. Statistical requirements are too complex and do not deliver appropriate results. In the framework of implementation adaptations are necessary. The implementation of standards is an essential cost factor. Standards are necessary to assess performance and comparisons.
The introduction of CEN QoS standards for measuring the transit time for priority mail has enormously increased the importance of QoS objectives within the organization of the USP. Through this independent measurement system you obtain indubitable results. Furthermore, it allows implementation of an adequate and reliable management system because you can detect weakness within your operational organization.

Advice for those who have yet to implement

Table: Advice to others wishing to implement QoS standards

Get advice from a consultant and know the best practices across European Regulators
Made the system at the same time as the customer service was centralized – the coordination was very important and has made implementation much easier. Made it possible to import and export data to other systems being used. The system made it possible to report on product development, sales and produced data for employees in the organisation who required the data for their work.
Phasing the implementation and training the human resources
Make use of experience of other European NRAs in order to avoid mistakes. Cooperation between USP & NRA is essential
Foresee enough time to prepare the implementation procedure
Credible Company. Panel Management Experience.
Cooperation between NRA and USP can be helpful.
Use best practice and know-how from other operators and consultants. Do not re-invent the wheel.

ANNEX 7: Advantages and disadvantages of each standard

Annex 7 is actually part of last years report, where we ask regulators about the advantages and disadvantages of each standard.

In the following tables you will find the advantages and disadvantages of the different standards:

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

Table: Advantages and disadvantages of EN 13850

Advantages	Disadvantages
1. A harmonized measuring system	1. Costly
2. Objective measurement	2. Not end-to-end services quality
3. A measurement system of QoS harmonized for all countries	3. Complicated measurement system
4. Improvement of postal services quality provision	4. A lot of work to establish real mail studies
5. Comparability of results	5. USP can influence results by changing the collection time
6. Definition of an appropriate methodology, design	6. Incompatibility with the existing measurement system
7. Statistically reliable and accurate	7. Annex A is not applicable
8. Independent measurement	8. Complexity of design requirements
9. A management system to detect network weakness	

We can conclude that the advantages are having a harmonized, objective and common measurement system which helps the USP to detect the weakness in the network. The disadvantages are that the implementation is costly. Furthermore the system is quite complicated.

Another point is that EN 13850 is measuring only the transit time, the operative delivery time of the provider and not end-to-end, the delivery time of the customer. Delivery time for the customer means the time between posting a letter in a post box or at one of the operator's acceptance points at the normal times of business or day, and receipt by the addressee. The time starts as soon as the letter is out of the customer's hands. Measured, then, is the time from end to end, from sender to addressee. Variable closing times do not have any bearing on the results of this method. But measuring the transit time of end-to-end services, the provider can influence results by changing the collecting time.

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

The advantages and disadvantages are the same as above because this standard is the same as EN 13850 except for some changes in the statistical requirements regarding accuracy, etc.

- EN 14012: Measurement of complaints and redress procedures

Table: Advantages and disadvantages of EN 14012

Advantages	Disadvantages
1. Harmonized system	1. Costly
2. Includes compensation elements	2. Too much detail
3. Implementation of objective methodology of measurement of complaints	3. Necessity to change current measurement system
4. Consumer focus highlighted	4. Over-ambitious coverage
5. Transparency as to where problems lie	5. Complexity/technical requirements
6. Clarifies the requirements of the Postal Directive	
7. Flexible enough	
8. Increases level of quality of service	
9. Describes the complaint process	
10. Defines categories to report complaints	

We can conclude that the advantages are having a harmonized measurement system which includes compensation elements. The disadvantages are that the implementation is quite costly and the standard is too detailed.

- EN 14137/EN 14534/TS 14773:

Responses have not indicated any advantages and disadvantages regarding these standards.