

norm**NEN-EN 13816**

Vervoersdiensten - Openbaar vervoer van passagiers - Definitie van de dienstkwaliteit, doelstelling en meting

Publicatie uitsluitend voor commentaar

Transportation Services - Public Passenger Transport - Service Quality
Definition, Targeting and Measurement

februari 2000
ICS 03.220.01

Commentaar voor 2000-06-15

Als Europees normontwerp is gepubliceerd: prEN 13816:2000, IDT

Definitief vastgestelde normen zullen als Nederlandse norm gelden. Daarom wordt dit normontwerp in Nederland voor commentaar gepubliceerd. Op het ontwerp ingebracht commentaar zal aan de bevoegde normcommissie worden voorgelegd die hiermee rekening zal houden bij de bepaling van de Nederlandse stem. Indien er geen bezwaar bij het NNI wordt ingebracht, kan dat leiden tot ongewijzigd definitieve vaststelling van het ontwerp als norm.

Van Europese normen bestaan drie officiële versies: Engels, Frans en Duits. Voor Nederland zal de Engelse versie gelden, tenzij voor een geautoriseerde versie in het Nederlands wordt gekozen.

Normcommissie 345 069

Apart from exceptions provided by the law, nothing from this publication may be duplicated and/or published by means of photocopy, microfilm, storage in computer files or otherwise, which also applies to full or partial processing, without, the written consent of the Netherlands Standards Institute.

The Netherlands Standards Institute shall with the exclusion of any other beneficiary collect payments owed by third parties for duplication and/or act in and out of law, where this authority is not transferred or falls by right to the Reproduction rights Foundation.

Auteursrecht voorbehouden. Behoudens uitzondering door de wet gesteld mag zonder schriftelijke toestemming van het Nederlands Normalisatie-instituut niets uit deze uitgave worden veelevoudigd en/of openbaar gemaakt door middel van fotokopie, microfilm, opslag in computerbestanden of anderszins, hetgeen ook van toepassing is op gehele of gedeeltelijke bewerking.

Het Nederlands Normalisatie-instituut is met uitsluiting van ieder ander gerechtigd de door derden verschuldigde vergoedingen voor veelevoudiging te innen en/of daartoe in en buiten rechte op te treden, voor zover deze bevoegdheid niet is overgedragen c.q. rechtens toekomt aan de Stichting Reprorecht.

Although the utmost care has been taken with this publication, errors and omissions cannot be entirely excluded. The Netherlands Standards Institute and/or the members of the commissions therefore accept no liability, not even for direct or indirect damage, occurring due to or in relation with the application of publications put out by the Netherlands Standards Institute.

Hoewel bij deze uitgave de uiterste zorg is nagestreefd, kunnen fouten en onvolledigheden niet geheel worden uitgesloten. Het Nederlands Normalisatie-instituut en/of de leden van de commissies aanvaarden derhalve geen enkele aansprakelijkheid, ook niet voor directe of indirecte schade, ontstaan door of verband houdende met toepassing van door het Nederlands Normalisatie-instituut gepubliceerde uitgaven.

ICS

English version

Transportation Services - Public Passenger Transport - Service
Quality Definition, Targeting and Measurement

Services de transport - Transport public de voyageurs -
Définition de la qualité de service, objectifs et mesures

Transport-Dienstleistungen - Öffentlicher Personenverkehr
- Definition, Festlegung von Leistungszielen und Messung
der Servicequalität

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 320.

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

This draft European Standard was established by CEN in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

Warning : This document is not a European Standard. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a European Standard.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

Contents

1 Scope	5
2 Definitions	5
3 Methodology	6
4 Requirements for service quality	9
5 Recommendations	11
Annex A - (informative) Quality Criteria	13
Annex B - (informative) Glossary of Terms pertinent to Public Passenger Transport	18
Annex C - (informative) Guidance Notes on Performance and Satisfaction Measurement	24

Foreword

This document has been prepared by Technical Committee CEN/TC 320 "Transportation Services".

This document is currently submitted to the CEN enquiry.

No existing European standard is superseded by this standard.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this document: Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

Preview

Introduction

Purpose and benefits

The main purpose of the standard is to promote a quality approach to public transport operations and focus interest on customers' needs and expectations, by specifying procedures most likely to:

- draw the attention of the responsible parties to matters to be considered;
- lead to relevant and well-founded decisions particularly with regard to the allocation of responsibilities;
- enable customers to compare service quality claims from alternative suppliers, reliably.

The requirements of the standard are such that entities, whether large or small, can benefit from its adoption and use.

Adoption of this European standard may be appropriate for:

- 1) *Public Passenger Transport services for which a single operator carries sole responsibility for all major quality criteria, or two or more parties share responsibilities, in accordance with an agreement*

The requirements outlined in chapter 4 will permit full compliance with the standard. Compliance will assist service providers in the provision of public passenger transport that will more closely align with the expectations of the customers. To this end, provisions are made for using elements from a detailed definition of quality in public passenger transport presented as a list of quality criteria (Annex A).

The benefits of complying with the standard will be an improved ability to allocate the resources available to the tasks most likely to produce added customer satisfaction and revenue to the service providers.

The standard includes recommendations for the preferred form and contents of agreements regarding quality between parties sharing responsibility for a public passenger transport (PPT) system, and invitations to tender. The recommendations include a guideline for allocation of responsibilities for the relevant quality parameters.

The standard also includes recommendations for the measurement of service quality.

- 2) *Authorities in a tendering/contracting situation, requiring that the service be provided in accordance with this standard*

In a tendering situation additional benefits are derived from applying this standard:

The bidder will be certain that all quality criteria not specifically mentioned in the tender document will not be his responsibility, and respect national and European legislation, and he need not, therefore, add a contingency allowance to his bid in order to cover implicit responsibilities which may be a matter of national or local tradition.

The bidder will be able to understand what is required of him more readily, as a result of the use of standard terms used in the list of quality criteria (Annex A) and defined in the glossary (Annex B).

It is recommended that a tender document, which requires that the service be provided in accordance with this standard, also includes requirements for the level of quality.

Transportation Services — Public Passenger Transport — Service Quality Definition, Targeting and Measurement

1 Scope

This European Standard specifies the requirement to define, target and measure quality of service in public passenger transport (PPT), and provides guidance for the selection of related measurement methods.

It is intended to be used by service providers in the presentation and monitoring of their services but is also recommended for use by authorities and agencies responsible for the procurement of PPT services in the preparation of invitations to tender.

Its use promotes the translation of customer expectations and perceptions of quality into viable, measurable, and manageable quality parameters.

It is recognized that a single individual or company, or two or more parties sharing the responsibility for the provision of a PPT service in co-operation (e.g. authority and operator) may, in practice, seek to comply with the standard. In the latter situation, it is strongly recommended that the relationship between the parties be governed by a formal agreement (clause 5.2).

It is important to note that it is the service, not the service provider, which is in compliance with the standard.

Annex A sets out the comprehensive list of quality criteria.

Annex B provides a glossary of terms.

Annex C deals with aspects of performance measurement.

The standard is intended to be applicable to PPT services, as defined in clause X, but need not exclude other transport services (e.g. charter and taxi systems).

2 Definitions

The following definitions, together with those provided in Annex B, apply.

2.1

public passenger transport (PPT)

services which, in general, have the following characteristics:

- are open to all, whether travelling singly or in groups;
- are publicly advertised;
- have fixed times or frequencies, and periods of operation;
- have fixed routes and stopping places, or defined origins and destinations, or a defined operating area;
- are provided on a continuing basis, and

- have a published fare.

It is not limited by reference to:

- mode of transport;
- vehicle and infrastructure ownership;
- journey length;
- any necessity for pre-booking, or
- the method of payment for travel;
- legal status of the service providers.

2.2

service provider

entity providing a public passenger transport service.

NOTE: This may not imply an entity in the legal sense. The entity providing the service may be composed of a grouping of any of individuals, companies, corporations, and authorities co-operating in the provision of the service.

2.3

service quality definition

set of quality criteria and appropriate measures for which the service provider (entity claiming compliance) is responsible.

3 Methodology

3.1 The quality loop

This standard is based on a widely used service quality loop. The general principles of the loop are set out in this chapter and illustrated in figure 1, whereas the requirements and recommendations of the standard, based on the principle of the quality loop, are set out in chapters 4 and 5.

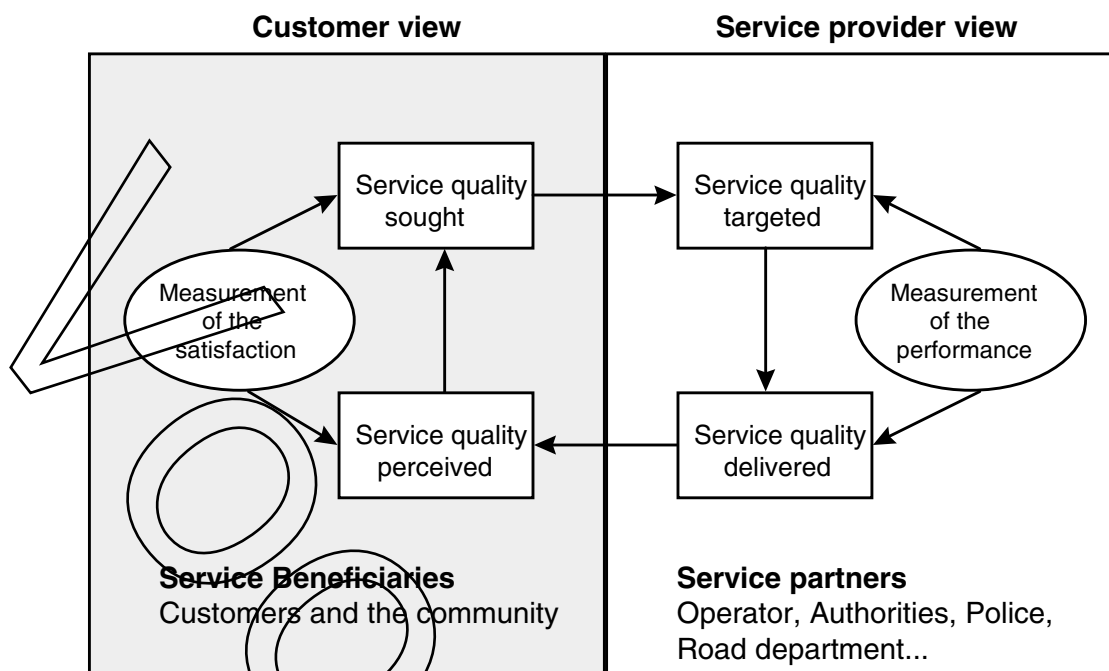


Figure 1 - Service quality loop

The relationship between the four distinct views of the quality of a public passenger transport service (see Annex B for definitions) is of the utmost importance and failure to recognize the differences that can exist between them, when applied to the same service, may significantly impede the efforts of the operator to achieve parity between the service quality actually delivered and that sought by service users.

The elements and links of the quality loop are explained below.

3.1.1 Service quality sought

This is the level of quality, which explicitly or implicitly is required by the customer. The level of quality can be considered as the sum of a number of weighted quality criteria. The relative weight of these criteria can be assessed by qualitative analysis.

3.1.2 Service quality targeted

This is the level of quality, which the service provider aims to provide for the customers. It is influenced by the level of quality sought by the customers, external and internal pressures, budget constraints and competitors' performance. When setting targets for the service to be provided, it is necessary for the following factors be addressed:

- a brief statement of the service standard, e.g.:
 - we intend our passengers to travel on trains which are on schedule (meaning a maximum delay of 3 minutes)
 - we intend to provide a quick response to comments and complaints (meaning within 10 working days)
- a level of achievement, which is a statement or assessment of the percentage of customers benefiting from the standard service e.g.:
 - 98 % of our passengers find that their trains are on schedule

Bestelformulier

NEN

Stuur naar:

NEN Standards Products & Services
t.a.v. afdeling Klantenservice
Antwoordnummer 10214
2600 WB Delft

NEN Standards Products & Services

Postbus 5059
2600 GB Delft

Vlinderweg 6
2623 AX Delft

T (015) 2 690 390
F (015) 2 690 271

www.nen.nl/normshop

Ja, ik bestel

__ ex. NEN-EN 13816:2000 Ontw. en Vervoersdiensten - Openbaar vervoer van passagiers - Definitie van de dienstkwaliteit, doelstelling en meting € 36.24

Wilt u deze norm in PDF-formaat? Deze bestelt u eenvoudig via www.nen.nl/normshop

Gratis e-mailnieuwsbrieven

Wilt u op de hoogte blijven van de laatste ontwikkelingen op het gebied van normen, normalisatie en regelgeving? Neem dan een gratis abonnement op een van onze e-mailnieuwsbrieven. www.nen.nl/nieuwsbrieven

Retourneren

Fax: (015) 2 690 271
E-mail: klantenservice@nen.nl
Post: NEN Standards Products & Services,
t.a.v. afdeling Klantenservice
Antwoordnummer 10214,
2600 WB Delft
(geen postzegel nodig).

Gegevens

Bedrijf / Instelling _____

T.a.v. _____ O M O V

E-mail _____

Klantnummer NEN _____

Uw ordernummer _____ BTW nummer _____

Postbus / Adres _____

Postcode _____ Plaats _____

Telefoon _____ Fax _____

Factuuradres (indien dit afwijkt van bovenstaand adres)

Postbus / Adres _____

Postcode _____ Plaats _____

Datum _____ Handtekening _____

Voorwaarden

- De prijzen zijn geldig tot 31 december 2016, tenzij anders aangegeven.
- Alle prijzen zijn excl. btw, verzend- en handelingskosten en onder voorbehoud bij o.m. ISO- en IEC-normen.
- Bestelt u via de normshop een pdf, dan betaalt u geen handeling en verzendkosten.
- Meer informatie: telefoon (015) 2 690 391, dagelijks van 8.30 tot 17.00 uur.
- Wijzigingen en typfouten in teksten en prijsinformatie voorbehouden.
- U kunt onze algemene voorwaarden terugvinden op: www.nen.nl/leveringsvoorwaarden.