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IRISH STANDARD

I.S. EN 13816:2002

ICS 01.040.03
03.220.01

National Standards
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TRANSPORTATION - LOGISTICS AND SERVICES - PUBLIC PASSENGER TRANSPORT - SERVICE QUALITY DEFINITION, TARGETING AND MEASUREMENT

This Irish Standard was published under the authority of the National Standards Authority of Ireland and comes into effect on August 9 2002

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 13816

April 2002

ICS 01.040.03; 03.220.01

English version

Transportation - Logistics and services - Public passenger transport - Service quality definition, targeting and measurement

Transport - Logistique et services - Transport public de voyageurs - Définition de la qualité de service, objectifs et mesures

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

This European Standard was approved by CEN on 30 December 2001.

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This European Standard exists 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 Management Centre has the same status as the official versions.

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Contents

page

Foreword **3**

Introduction **4**

1 Scope **5**

2 Terms and definitions **5**

3 Methodology **6**
3.1 The quality loop 6
3.2 Quality criteria 8

4 Requirements for service quality **9**
4.1 Compliance 9
4.2 Quality management 9
4.3 Service quality definition 10
4.4 Service quality measurement 10

5 Recommendations **10**
5.1 Commitment between participating parties 10
5.2 Allocation of responsibilities 10
5.3 Other quality management tools 11
Annex A (informative) Quality criteria 12
Annex B (informative) Glossary of Terms pertinent to Public Passenger Transport 17
Annex C (informative) Guidance Notes on Performance and Satisfaction Measurement 23

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Foreword

This document EN 13816 has been prepared by CEN/TC 320 "Transportation – Logistics and services", the secretariat of which is held by DS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by October 2002, and conflicting national standards shall be withdrawn at the latest by October 2002.

Certain parts have been prepared in corporation with experts from the QUATTRO project, supported by the European Union's Fourth Framework Transport RTD programme.

The annexes A, B and C are informative.

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

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Introduction

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, and others, to compare service quality claims from alternative suppliers, reliably;

— contribute to the implementation of a process of continuous improvement.

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.

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