EXECUTIVE SUMMARY

Market Description and Benefits

Logistics and transport services includes all the different operations involved in the flows of freight and passengers from the start to end of the distribution chain, such as activities and services undertaken in support of transport as preparation, dispatch, transport, handling, storage/rest rooms, terminals, delivery/arrival of freight and passengers and the control and management of these operations.

These years, the development in the field of transport and logistics is more towards an increase in efficiency of the systems. European standardization will enhance competition of the transport industries to the benefit of the European market and stakeholders. See the EU White Paper “European transport policy for 2010 – time to decide”.

In Europe, growth in transport is approximately twice as much compared to growth in economy. European standardization in an open common market will provide a better exchange of freight, persons and services between the countries that again will increase the request for transport. At the same time, the “bottleneck” in the transportation system is also an outstanding barrier to trade in an open European market.

Furthermore, focus on the environmental and energy influences from transport and public investments in the infrastructure is enlarged by the society.

European standardization is expected to respond to innovations; remove technical barriers to trade and open markets throughout EU; will address relevant social, safety and environmental concerns; will harmonize national standards and support national regulations on transport quality; and will ease tenders across borders in the enlarged European market.

Ref. CEN/TC320 20040708
BUSINESS PLAN
CEN/TC 320
Transport – Logistics and services

Chairman: Mr. Søren Østergaard – The Danish Technological Institut (Logistics, transport and packaging)

Secretariat: Mrs. Gyrithe Ibsen – The Danish Standards Association (DS: Logistics, transport and packaging)

BUSINESS ENVIRONMENT OF THE CEN/TC 320: Transport – Logistics and services

1.1 Description of the Business Environment

**Scope:** Development of standards for activities and services undertaken in support of the transport, storage, handling for passengers, freight and personal effects.

CEN/TC 320 was founded in December 1993 by resolution CEN/BT 214/1993. The background for TC 320 was the work of two research groups founded in 1991 by first CEN PC5 and later BTS6. Both groups were founded with the aim of the implementation of quality in the transport business. For that reason CEN/TC 320 decided at its first meeting in Copenhagen to aim focusing on transport quality. In 1999/2000 the CEN/TC 273 Logistics were merged with CEN/TC 320 by TC resolution 058/2000/06 and the completion of prEN 12777 were allocated to CEN/TC320/WG6: Terminology.

1.2 Quantitative Indicators of the Business Environment

The following list of quantitative indicators describes the business environment in order to provide adequate information to support actions of the CEN/TC: The following political, economic, technical, regulatory, legal, societal and/or international dynamics describe the business environment of the industry sector, products, materials, disciplines or practices related to the scope of this CEN/TC, and they may significantly influence how the relevant standards development processes are conducted and the content of the resulting standards:

**Market Situation**

Logistics and transport services includes all the different operations involved in the flows of freight and passengers from the start to end of the distribution chain. These operations in the distribution chains can be: Preparation, dispatch, transport, handling, storage/rest rooms, terminals, delivery/arrival of freight and passengers and the control and management of these operations.
These years, the development in the field of transport and logistics is more towards an increase in efficiency of the systems. This is - as described in the EU White Paper "European transport policy for 2010 – time to decide" caused by the following aspects:

- The transport infrastructure is overloaded heavily – especially in central Europe.
- In Europe, growth in transport is approximately twice as much compared to growth in economy.
- In the field of freight transport, the specific gravity decreases which leads to further loads on the transport system. The specific gravity of the goods is decreasing as the improvement of goods is centralized leading to more fragile goods, which shall be protected by packaging.
- An open common market provides a better exchange of freight, persons and services between the countries, which increases the demand for transport. At the same time, the "bottleneck" in the transportation system is also an outstanding barrier to trade in an open European market.
- Focus on the environmental and energy influences from transport and public investments in the infrastructure is enlarged by the society.

The tendencies now affect the work of CEN/TC 320 as well. WG 2 has commenced the work on measurement of environmental immersion of the freight transportation. The TC continuously work within the defined objective, but with the above mentioned influences from society and industry new standardization initiatives that will make the present objective too restrictive might be expected in the future.

The market needs to create multimodal, interoperable, and easily accessible transport systems in Europe: standards must be developed, aiming to make it easy for customers to make use of any transport system not known to them in advance. The ultimate goal could be to create an integrated system that makes it possible to plan a European journey on the internet and book at the same time. There will be several elements and stages, for instance for public passenger transport a common European travel planning system, a common European travel card with an electronic purse and/or credit facility, to be used in ticketing machines with common European icons, etc.

In some European countries national travel planning systems are already in operation, in other countries such systems are being developed. Also, some countries are in the process of developing national travel cards. The sooner the European standards are developed, the easier it will therefore be to have them applied.

Noting that other TC's in the CEN system are working in some of these fields, it is suggested that CEN/TC 320

- should reconsider the expert constellation of its WGs achieving a balanced representation from interested parties, e.g. for the public passenger services (WG5) in relation to maritime and avian representation
- should consider the formulation of a strategic, long term objective from a passenger's point of view
- should define the individual elements and stages
- should suggest to relevant TC's to consider missing elements belonging to their field of application
- should adjust the TC 320 business plan in order to be able to include future new work items within transportation services as a whole and develop standards accordingly
The interested parties in the standardization work in the field of Transport – Logistics and services, are widely represented:

- Transportation and logistics industries incl. Transport companies, forwarders, handlers, stevedores, warehousing companies, etc.
- User/buyers of transportation services incl. Passengers, shippers, etc.
- Suppliers of transport infrastructure incl. harbours, airports, road and rail suppliers, inland waterways, communication systems etc.
- Regulatory authorities incl. The EU, national governments, regional and municipality authorities, etc.
- Research institutes and test laboratories, etc.
- NGOs incl. business and consumer organizations, environmental organizations, etc.

2 BENEFITS EXPECTED FROM THE WORK OF THE CEN/TC

Are expected to respond to innovations in the field addressed by the scope of the CEN committee:

Are expected to remove technical barriers to trade and open markets throughout EU;

Are expected to address relevant social, safety and environmental concerns;

Are expected to harmonise national standards;

Are expected to support national regulations on transport quality

Are expected to ease tenders across borders

3 PARTICIPATION IN THE CEN/TC

All the CEN national members are entitled to nominate delegates to CEN Technical Committees and experts to Working Groups, ensuring a balance of all interested parties. Participation as observers of recognized European or international organizations is also possible under certain conditions. To participate in the activities of this CEN/TC, please contact the national standards organization in your country.

4 OBJECTIVES OF THE CEN/TC AND STRATEGIES FOR THEIR ACHIEVEMENT

4.1 Defined objectives of the CEN/TC

Based on the considerations above, the CEN/TC 320 proposes the following objectives and strategic directions for its future work:
Elaboration of European standards on logistics and transportation services and performance criteria for services undertaken in the total distribution chain with the following working groups:

4.2 Identified strategies to achieve the CEN/TC.s defined objectives.

Transport and logistics services are a variety of different service deliveries in transportation chains of either passengers or goods.

Due to the variety of the transportation world the industry needs liable information on all links in the chain in order to organize a transport.

For this reason CEN/TC 320 considers itself as a body facilitating this service business and passengers/shippers with such information tools and only to a very small extent to create limitations through requirements to the service providers and equipment.

Being one of the major industries of EU covering 10 to 15 % of the GNP, the transport industries and its infrastructure calls for European standardization over the years to come. With this in mind the future CEN/TC 320 strategy will include the transport service recommendations from the CEN Workshops on intermodal and interoperable freight and passenger transport in 1999, 2001 and 2003. Besides, the following subjects important for the creation of an efficient freight platform and logistics will regularly be considered by CEN/TC 320: quality, environment, logistics systems and units, city logistics (in relation to services), tenders, offers and agreements, benchmarking, definition of job, proof on delivery, track and tracing, data recording (in relation to content in IT messages), Handling. And in relation to public regulation and pricing: traffic safety measurement, city logistics, individual passenger transport, procurement operations and benchmarking, and quality services in relation to furniture removal and repositories.

5 FACTORS AFFECTING COMPLETION AND IMPLEMENTATION OF THE CEN/TC WORK PROGRAMME

Market Environment

Political, economical, social, technical, legal and international factors that either directly require some or all of the standardization activities proposed by the CEN/TC, or significantly influence the way these activities are carried out, are the following:

Legal Factors:

The work of CEN/TC 320 is an integrated part of European politics. It refers directly to the following official EU papers:

- White paper on TEN – Trans-European Network (1994)
- Directive 94/62 on packaging and packaging waste
- Green paper COM(95) 691 - Fair and efficient pricing of transport
- Green paper on The Citizens' Network (1996)
International Trade and Standardization Aspects:

Traditionally, standardization in the field of transport has been concentrated on equipment such as containers, swap bodies, vehicles, ships, pallets and other types of packaging and the modular coordination of the equipment. For centuries, the transport industry has been an open market with mutual agreements, which have controlled the content of the transport services. However, the division of liability in transport service has been controlled by international laws and conventions and by the trade organizations standards for many years.

By the end of the 1980’s, tendencies in Europe contrived that systematic standardization was needed within the field of transport.

- An open common market for goods and services is established – with the transport services included. This open market has essential consequences for the European transport infrastructure and service. The production of the companies is centralized and distributed to all countries within the EU. Naturally, this leads to an increase in the number of transports performed (in tons). At the same time, a greater part of the raw materials is refined into manufactured goods that mean that the goods take up more space and especially that the goods become more fragile. Therefore, the goods have to be protected by packaging to resist the influences in the transport chain. This packaging solely can increase the volume of the goods by 2 to 20 times. Recent research in Norway has confirmed increase of 7 times the original. Therefore, the number of transports measured in volume is increased considerably and essential “bottlenecks” have thereby occurred within the European transport system.

Referring to passenger transport, the consequences have occurred in connection to public transport such as trains, metros, trams, buses, etc. Earlier, these services were performed primarily by public companies. As part of the policy for an open common market, competition was needed. This assignment has been solved in many different ways in the European countries. However, there is a common concern about severe competition leading to a decrease in quality, that makes the public transport systems less attractive to the customers and that is quite against the political intentions. There is, therefore, a need for mutual understanding between customers and suppliers of public transport since these services today are invited tenders for across borders and historical customs of each country.

- Parallel to this development, the production industry began to apply the system standards that were developed a few years before the implementation of e.g. the ISO 9000 and ISO 14000 series. Currently with the extension of the ISO 9000 and ISO 14000 series, the suppliers of transport services were faced with requirements of quality control or even to be certified by their customers. The need for a homogeneous interpretation of requirements and systems occurred as a transport supplier provides a service to different customers with different requirements. Currently with the generality of system standards similar needs are expected in connection with the subjects of these standards.
• The environment and the different influences of processes on the environment are brought into focus that directly has lead to several increases in transport services. Most extensive is the EC Green Paper on "Fair and efficient pricing of transport" (COM(95) 691), in which it is suggested that each conveyer shall pay duty to the authorities in relation to the environmental-immersion caused by himself. Provided that such a system is implemented certain standards shall be developed on how these immersions should be measured.

• The EU White Paper: European Transport Policy for 2010 – time to decide, is adding further elements to the EU transport policy. New important aspects for standardization are City logistics and Intermodal transport.

Furthermore, the EU Directive 94/62/EC on packaging and packaging waste requires a considerate reduction of packaging and packaging waste. Since protection of the products against the immersions in the transport chain is the essential reason for packaging the goods, it is obvious that the packaging cannot be reduced without a considerable increase in damage of the goods if the quality of the transport service is not increased at the same time.

CEN/TC 320, therefore, realizes that the task of developing standards in the field of transport services is far more comprehensive than the work already started. Currently, CEN/TC 320 will start working on new assignments when requested for by any of the above-mentioned parties.

**Objectives of the CEN/TC and strategies for their Achievement**

Based on the considerations above, the CEN/TC 320 has decided on the following objectives and strategic directions for its future work: Development of standards for activities and services undertaken in support of the transport of passengers, freight and personal effects.

**CEN/TC 320/WG1  Application of the EN/ISO 9000 series to the Transport and Distribution Industries**

Scope: To update EN 12507 to the level of the 2001 edition of EN ISO 9001.
Convenor: Mr. Antero von Bagh
Secretariat: SFS

Work Items:

00320010
EN 12507:1997  Transport services – Guidance notes on the application of EN ISO 9002 to the road transportation, storage and distribution industries

(to be replaced by)

00320023
prEN 12507 rev  Transportation services – Guidance notes on the application of EN ISO 9001:2000 to the road transportation, storage, distribution and railway good industries


**CEN/TC320/WG2 – Freight Transport (inactive)**

Scope: Development of standards for activities and services for freight transport.
Convenor: Mr. Søren Østergaard - The Danish Technological Institute (Logistics, transport and packaging)
Project Manager Environment: Mr. Poul Bruun, International Transport Denmark (ITD)
Secretariat: DS – Ms Bibi Nellemose

Work Items: 00320002
EN 13011 Transportation services – Goods transport chains – System for declaration of performance conditions

00320013 Freight transportation services – Declaration and reporting of environmental performance in freight transport chains

00320015 EN 13876 Transport – Logistics and Services – Goods transport chains – Code of practice for the provision of cargo transport services

**CEN/TC320/WG3 - Quality of transport of dangerous goods**

Scope: Elaboration of standards (EN) for a system of quality/safety assurance for undertakings which carry out transport of dangerous goods; including loading and unloading of bulk goods and the securing of loads of packaged goods.

Convenor: -
Secretariat: NNI - Mr. A. Carlebur *(is leading the revision of EN 12798 up to EN ISO 9000:2000)*
EU Mandate M/011

Work Items:

00320003
EN 12798:1999 Transport quality System – Road, rail and inland navigation transport - Quality system requirements to supplement EN ISO 9002 for the transport of dangerous goods with regard to safety

00320016 prEN 12798(rev.) Transport quality system – Road, rail and inland navigation transport – Quality system requirements to supplement EN ISO 9002 for the transport of dangerous goods with regard to safety


**CEN/TC320/WG4 – Furniture Removal**

Scope: Standardization in the fields of removal activities;
- private individuals belongings
- warehousing and storage of household goods, etc
- office and commercial removals
- fine arts removals
- etc

Convenor: Mr. David Trenchard, Britannia Movers International, UK
Secretariat: BSI – Mr. David Charleston
Work Items:

00320004

00320009

(WI 00320016 subdivided into –21 and 22)

00320021
prEN 14873-1 Furniture removal activities – Storage of furniture and personal effect for private individuals – Part 1: Specification for the minimum facility

00320022
prEN 14873-2 Furniture removal activities – Storage of furniture and personal effect for private individuals – Part 2: Provision of the service

stage 32: 2001-12 stage 40: 2003-06 stage 49: 2004-12 (based on 2 years postponement of work between German convenorship and British convenorship)

CEN/TC320/WG5 – Public Passenger Transport
Scope: Development of standards for activities and services for passenger transport
Convenor: Mr. Pierre Weil, RATP, France
Secretariat: AFNOR – Ms Marie-Joelle Antoine

Work Items:

00320012
EN 13816:2002 Transportation – Logistics and services – Public passenger transport – Service quality definition, targeting and measurement

00320020 Public Passenger Transport - Basic requirements and recommendations for systems that measure delivered service quality


CEN/TC320/WG6 – Terminology
Scope: In response to and in liaison with TC 320 WGs, as appropriate, to identify terms essential to the development and understanding of transport standards and to develop appropriate definitions for those terms.
Convenor: Mr. P.R.H. van der Meulen, Holland
Secretariat: BSI – Mr. David Charleston

Work Items:
WI 00320019 Logistics – Glossary of Terms
CEN/TC320/WG7 – City Logistics

Scope: To define the possible restrictions for access to cities in order to make transport operations more efficient and protective to the city environment

Convenor: Mr. Søren Østergaard, Danish Technological Institute (Logistics, transport and packaging)
Secretariat: DS: Mrs. Gyrithe Ibsen
Work Items:

00320017 Transport Services – City Logistics – Requirements for the definition of limited access to city centers

CEN/TC320/WG8 – Freight Terminals (created by res. 063/2000/11 and made dormant by TC 320 resolution 097/2004/04, awaiting results from several European research projects on intermodal transport)
Scope: Drafting of a) performance standard for freight terminals to include the means of defining and measuring the extent of networking between terminals, b) code of best practice for the operation of freight terminals

Convenor: Mr. Martin Ruesch, RAPP Ltd. Zürich
Secretariat: DS – Ms Bibi Nellemose

Work Items:
00320018 Freight Terminals

Liaisons:

CEN/TC 15
CEN/TC 300
CEN/TC 296
ISO/TC 22
ANEC
IRU
UITP

®