

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

The European Standard EN 13816:2002 has the status of a
British Standard

ICS 01.040.03; 03.220.01

National foreword

This British Standard is the official English language version of EN 13816:2002.

The UK participation in its preparation was entrusted to Technical Committee TW/2/5, Public passenger transport, which has the responsibility to:

- aid enquirers to understand the text;
- present to the responsible European committee any enquiries on the interpretation, or proposals for change, and keep the UK interests informed;
- monitor related international and European developments and promulgate them in the UK.

A list of organizations represented on this committee can be obtained on request to its secretary.

Cross-references

The British Standards which implement international or European publications referred to in this document may be found in the BSI Standards Catalogue under the section entitled “International Standards Correspondence Index”, or by using the “Find” facility of the BSI Standards Electronic Catalogue.

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This British Standard, having been prepared under the direction of the Consumer Products and Services Sector Policy and Strategy Committee, was published under the authority of the Standards Policy and Strategy Committee on 10 May 2002

Summary of pages

This document comprises a front cover, an inside front cover, the EN title page, pages 2 to 37 and a back cover.

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Amendments issued since publication

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