

Referência	Título / Campo de Aplicação	Emissor	Data de adoção	Observações
EN 12507:2005	Transportation services - Guidance notes on the application of EN ISO 9001:2000 to the road transportation, storage, distribution and railway goods industries	CEN/TC 320	2005-12-20	
	(...) provides guidelines for the application of EN ISO 9001, Quality management system, to the provision of freight transportation services by road and rail, including storage and distribution activities.			
EN 12798:2007	Transport Quality Management System - Road, Rail and Inland navigation transport - Quality management system requirements to supplement EN ISO 9001 for the transport of dangerous goods with regard to safety	CEN/TC 320	2007-07-04	<i>Existe a NP EN 12798:2010</i>
	(...) specifies quality management system requirements, supplementary to those of EN ISO 9001:2000, for the management of safety in the field of the transport of dangerous goods by road, rail and inland navigation. Application of this document covers, and is limited to, the range of transport related services that a company claims to provide in compliance with this European Standard.			
EN 13011:2000	Transportation services – Good transport chains – Systems for declaration of performance conditions	CEN/TC 320		<i>Existe a NP EN 13011:2001</i>
	(...) specifies requirements for making declarations with regard to the quality of performance of a goods transport service. It is intended to establish a means whereby service providers can set out specific data with regard to the performance criteria relevant to the service being provided that will enable shippers/packers to adequately plan their requirements and to meet their obligations under the packaging waste directive. This European Standard does not specify standards of performance. Annex A provides an example of a suitable form of declaration.			

Referência	Título / Campo de Aplicação	Emissor	Data de adoção	Observações
EN 13816:2002	Transportation – Logistics and services- Public passenger transport – Service quality definition, targeting and measurement	CEN/TC 320		<i>Existe a NP EN 13816:2003</i>
	<p>(...) 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 2.1 but need not exclude other transport services (e.g. charter and taxi systems).</p>			

Referência	Título / Campo de Aplicação	Emissor	Data de adoção	Observações
EN 13876:2002	Transport - Logistics and Services - Goods transport chains - Code of practice for the provision of cargo transport services	CEN/TC 320		
	(...) specifies in the form of a "Code of Practice" the management controls and key performance indicators necessary for the effective and efficient management of customer's cargo throughout the transport process. It is intended for use by the providers of the service and as general guidance by purchasers of such services (customers) and it defines the principles, best practices and obligations of the provider as well for the client as providing advice with regard to contribution by the customer that will facilitate the most effective outcome. In addition, this Code of Practice strongly recommends that the service provider carry out regular self assessment of performance against defined criteria with the objective of continually improving the quality of services provided and is prepared in a manner which facilitates independent audit of the service provider's performance in order to give confidence to customers that the integrity of performance measurement is maintained. Annex A contains a recommended procedure for "Self Assessment".			
EN 14892:2005	Transport service - City logistics - Guideline for the definition of limited access to city centers	CEN/TC 320	2006-05-09	
	(...) describes possible restrictions for access to cities with city centres and shopping areas and other closed areas and provides guidelines for elements thereof with the aim as an interface between freight transport companies and local authorities to make transport planning and operations more efficient, to prevent bottlenecks in the area, and to protect the city environment. This document is a code of good practice and can be applied when efficient transport and protection of the environment presupposes restrictions.			

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EN 14943:2005	Transport services - Logistics - Glossary of terms	CEN/TC 320		
	(...) establishes definitions for commonly used terms in logistics. It encompasses all aspects of logistics and supply chain management including transport. The terms, with their definitions, are presented in strict alphabetical order with no attempt to relate them to any particular function within the logistics concept.			
EN 15140:2006	Public passenger transport - Basic requirements and recommendations for systems that measure delivered service quality	CEN/TC 320		
	(...) provides basic requirements and recommendations for systems that measure delivered service quality of public passenger transport to be applied in the framework of EN 13816. The requirements and recommendations specified in this document apply both to third party measurements and measurements conducted by the service provider.			

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EN 16258:2012	Methodology for calculation and declaration of energy consumption and GHG emissions of transport services (freight and passengers)	CEN/TC 320		
	<p>(...) establishes a common methodology for the calculation and declaration of energy consumption and greenhouse gas (GHG) emissions related to any transport service (of freight, passengers or both). It specifies general principles, definitions, system boundaries, calculation methods, apportionment rules (allocation) and data recommendations, with the objective to promote standardised, accurate, credible and verifiable declarations, regarding energy consumption and GHG emissions related to any transport service quantified. It also includes examples on the application of the principles. Potential users of this standard are any person or organisation who needs to refer to a standardised methodology when communicating the results of the quantification of energy consumption and GHG emissions related to a transport service, especially: - transport service operators (freight or passengers carriers); - transport service organisers (carriers subcontracting transport operations, freight forwarders and travel agencies); - transport service users (shippers and passengers).</p>			