



# Standardisation as a strategic direction and application of the standards in the Post of Serbia

B. Grgurović, S. Veličkovic, J. Sevic, S. Radosavljevic, J. Milutinovic

Department School of Information and Communication Technologies, Posta Srbije



# Introduction

- Standard – a document adopted by consensus and approved by a recognized organisation.
- Standardisation – a group of coordinated activities directed towards adoption of standards and related documents.
- Commission for standards and related documents KS A331 – Postal Communications – at the territory of the Republic of Serbia is entitled to harmonise the national regulations with the standards of the European Committee for Standardisation (CEN) and other relevant organisations.



International level

ISO

IEC

European Standardisation Framework

CEN

CENELEC

ETSI

National Standardisation Bodies

Srbia - ISS

Expert Councils and Commissions

Commission KS A331





## Application of National and International Standards in the Post of Serbia

- The strategy is directed towards the integrated and sustainable development, aiming that the Post of Serbia become a reliable and innovative partner in the national and international postal system.



Sustainability and environmental responsibility

Digitalisation and technological innovations

Improvement of services quality and accessibility

Priority areas of strategic development

Organisational and Personnel Capacities

Development of infrastructure and logistic network



- Postal Services Law of the Republic of Serbia – obligation to harmonise operations of Serbian with the international standards

SRPS EN  
13850:2014

Post of Serbia

SRPS EN  
14508:2014

SRPS EN  
14012:2014

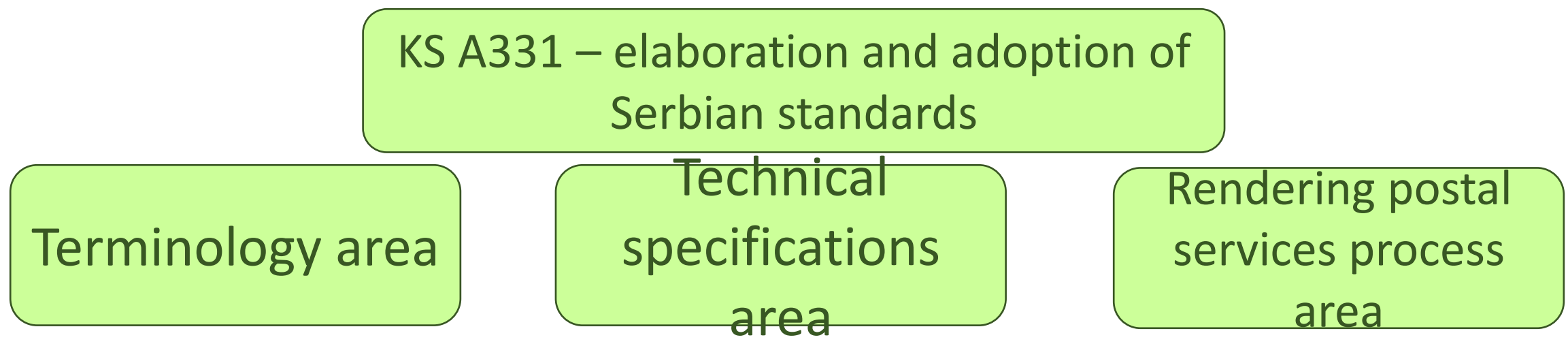


- In March 2014, the Post of Serbia initiated the Project - Implementation of the Quality Management System in accordance with the requirements of the ISO 9001:2008 standard
- In 2018 the Post of Serbia implemented the Project of expanding the QMS application areas according to the requirements of the standard ISO 9001:2015“,
- In 2024, the Post of Serbia managed to acquire the certificate for the new three-year cycle 2024–2027



## Commission for standards and related documents KS A331 – Postal Communications

- In 2012, the Commission for Standards and related documents KS A331 – Postal Communications was formed



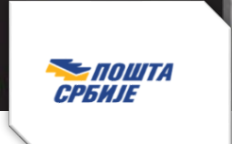


# KS A331 – European Standards

translation

harmonisation

implementation



## KS A331 – organisation

Working group 1 –  
technical & technological

Working group 2 –  
scientific & technical

The following representatives participate in the Commission work:

- ISS,
- Relevant Ministry,
- Post of Serbia,
- Serbian Chamber of Commerce,
- RATEL,
- College institutions (College ICT, SF, FTN)



# Previous results of KS A331

82 standards published

15 standards withdrawn

7 standards in Serbian language

2 national standards

KS A331 – a link between international and national practices



# Impact of KS A331 on the Post of Serbia

Standards contribute to:

Improvement of service quality

Efficiency growth

Better business transparency

Comptetition development

Special emphasis:

Environment work aspect of the postal sector

National Postal Services Development Programme for 2026–2030 period



# KS A331

Adopted translation of the standard CEN/TR 17536:2020

Foundations for improvement of interoperability and harmonisation of postal systems with increasingly strict international regulations in the area of security and customs supervision

SRPS A.L3.002, Postal Communications - Terminology

First version published in 2020 as a support to the translation of technical standards and international postal regulative into Serbian

Revision and improvement of standards in 2025.



## Future plans of KS A331

Translating and adaptation of European standards according to requirements of Green transition, sustainable development and new regulative framework

EN 17837:2023 - Postal services — Parcel delivery environmental footprint — Methodology for calculation and reporting of greenhouse gas (GHG) emissions and air pollutants in parcel delivery logistics.



## Plans of KS A331 according to the mandate M/590

Year 2026: translation and adoption of standard SRPS CEN/TR 18085:2024 – Postal services – Safe, secured and contactless delivery of postal items

Year 2027: translation and revision of standard SRPS CEN/TS 18055-1:2024 – Postal services – Harmonized track and trace events – Part 1: Forward flows



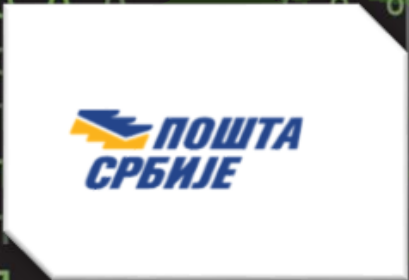
## Conclusion

### Post of Serbia

- Significant challenges and opportunities
- Standards as a precondition for modernisation and sustainable development of the sector
- Stable shareholder in digital and globally connected society

### Commission KS A331

- Harmonisation of national regulations with the European and international standards
- Further cooperation with the bodies, such as CEN and UPU
- Stable shareholder in digital and globally connected society



Thank you very much for your attention!

