

# Improving the Quality of International Mail

**Year Results**  
**2 0 0 0**



## "European Postal Quality of Service Remains At High Levels"

Full year results confirm the upward trend of the first half of 2000. European Postal Operators keep performing far above their target of 85% in J+3. In 2000, the UNEX end-to-end performance monitoring system results record that 92.5 per cent of first class, intra-European mail is now delivered within three days of posting (J+3), exceeding the target by 7.5 percentage points!

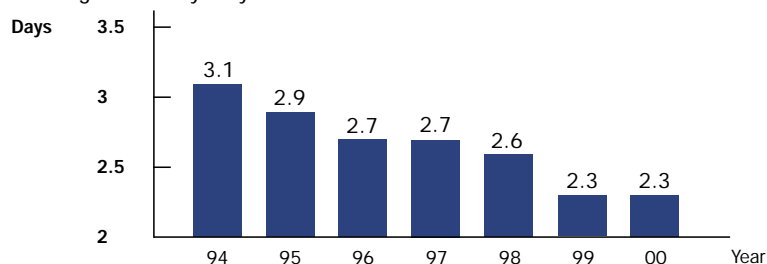
J+3 performance, the speed indicator, has improved from 69.1% in 1994, when the UNEX study started, to 92.5% in 2000, a cumulative improvement of 23.4 percentage points.

J+5 performance, the reliability indicator, has also improved. Almost 99% of all mail reached its final destination within five days of posting (J+5), exceeding the target set at 97%.

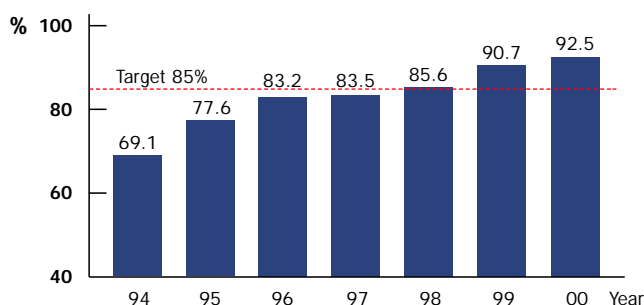
Disparity in quality of service that customers receive on a country-to-country basis throughout Europe continue to decrease: 80% of the 306 European country-to-country streams meet the 85%-target, up from 65% in 1999, and only one third in 1994.

The excellent performance for the full year 2000 is the result of all Member Posts' commitment to maintain improved service performance over time, by undertaking successful initiatives for the benefit of all customers. Some postal operators have contributed dramatically to the overall improvement in 2000, especially Poste Italiane (Italy), Correos Y Telegrafos of Spain, Norway Post, Iceland Post and Finland Post.

### Average Delivery Days



### Delivery Performance in J+3



### The UNEX Monitoring System

Members of the International Post Corporation (IPC) implemented the Unipost External Monitoring System (UNEX) as one of their initiatives to improve quality of service for international mail customers.

The UNEX monitoring system provides essential data as the basis for action to improve service levels. It measures postal delivery performance for intra-European mail from time of posting to time of delivery. The validity of the statistics it produces is guaranteed by an independent contractor, which, since January 1998, has been a British, ISO9001-certified company, Research International.

IPC members publish UNEX results for Europe twice a year. These provide summaries of two key performance indicators: the percentage of mail items delivered within the agreed target time; and the average number of days taken to deliver mail.

# Europe: Percentage On Time within J+3 Standard

Years 1998, 1999, 2000



		Destination																		
		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK	
O r i g i n	Austria	00		93.1	95.5	92.3	91.6	97.1	49.1	74.9	73.4	90.6	96.9	93.4	90.5	89.9	84.1	93.8	98.1	93.6
		99		94.7	96.8	88.5	88.5	96.6	61.7	70.4	81.6	79.2	94.5	92.9	84.4	89.5	79.2	95.7	98.1	93.4
		98		91.2	95.7	81.5	86.6	94.9	53.8	67.2	75.2	47.3	88.9	96.4	80.6	88.5	62.8	91.9	98.1	90.7
B e l g i u m	Belgium	00	92.0		93.3	90.0	91.5	95.7	42.7	82.2	86.3	87.9	96.6	93.3	90.5	93.7	87.3	92.8	95.5	94.3
		99	94.4		93.1	90.8	91.6	95.5	49.2	81.8	93.2	73.1	97.8	93.2	87.5	91.6	85.5	93.6	96.1	93.1
		98	80.2		83.8	83.1	90.0	92.4	41.9	78.6	80.0	49.0	94.1	89.7	79.8	86.6	74.6	87.1	90.0	84.6
D e n m a r k	Denmark	00	95.4	96.2		98.0	92.0	97.2	53.1	95.1	95.3	92.1	97.0	97.3	96.6	94.9	89.9	98.6	97.8	96.3
		99	95.5	96.2		95.5	92.9	96.6	66.4	94.7	93.0	80.3	94.5	96.2	94.5	93.8	87.5	98.2	97.7	95.7
		98	94.6	93.3		97.5	92.9	96.0	50.7	90.9	88.6	41.1	92.7	95.7	94.4	89.3	71.7	98.4	97.0	96.1
F i n l a n d	Finland	00	94.8	94.8	98.7		92.0	97.2	43.8	88.2	88.5	82.0	94.0	96.4	97.0	90.5	77.7	98.9	97.8	94.4
		99	90.9	91.9	96.1		87.3	94.2	34.7	63.9	78.6	60.0	92.1	93.5	91.5	80.6	68.4	98.6	96.6	94.3
		98	90.8	87.4	96.1		86.0	91.4	34.1	63.5	74.8	28.4	84.4	91.5	92.7	69.0	50.1	98.1	96.1	92.9
F r a n c e	France	00	87.9	94.5	95.5	89.4		96.7	54.4	73.4	89.8	88.1	95.4	95.7	89.6	93.7	88.8	93.7	97.2	95.1
		99	90.9	95.3	94.4	81.7		95.8	55.6	77.7	91.0	75.5	95.3	95.3	81.8	91.9	89.3	91.5	97.0	95.8
		98	90.2	94.0	93.4	86.2		95.3	47.7	74.6	87.2	45.8	93.5	95.3	85.7	91.3	78.6	92.6	96.0	93.3
G e r m a n y	Germany	00	95.2	96.7	98.4	96.5	94.3		56.9	83.3	92.8	91.6	98.5	97.6	94.8	94.6	86.4	96.0	98.7	94.3
		99	94.9	96.1	97.6	94.2	93.3		64.1	79.9	92.3	76.2	96.7	96.3	89.9	94.9	84.1	93.7	98.2	95.3
		98	93.4	94.3	94.7	93.5	92.4		57.1	80.4	88.3	49.8	95.6	95.1	85.5	90.7	67.1	92.4	97.9	92.1
G r e e c e	Greece	00	82.7	80.4	87.5	68.5	80.4	86.4		55.3	67.7	77.1	82.0	84.1	72.7	86.9	61.5	80.2	90.7	80.3
		99	77.7	77.3	81.3	62.5	76.1	83.5		47.8	69.5	62.2	83.2	81.9	61.9	75.6	64.3	78.4	91.8	80.6
		98	74.1	77.9	66.4	68.5	68.4	75.6		36.5	59.2	30.2	69.8	79.6	57.1	68.0	54.5	74.3	82.5	73.0
I c e l a n d	Iceland	00	74.4	83.1	98.2	89.1	86.2	92.8	30.5		81.8	74.5	85.5	89.8	96.9	77.0	72.1	96.9	89.9	90.2
		99	75.0	75.1	97.0	85.8	83.0	86.6	49.6		71.1	48.4	87.0	87.9	87.1	74.9	71.1	96.0	85.2	90.3
		98	73.6	71.3	94.2	85.3	73.4	79.4	35.6		70.2	20.5	92.2	93.8	90.6	65.9	50.9	96.3	88.0	90.2
I r e l a n d	Ireland	00	79.2	92.9	95.0	89.8	92.3	94.6	44.4	85.4		89.3	92.1	94.4	92.5	89.9	79.4	92.7	92.4	93.8
		99	73.4	89.9	92.6	75.0	87.8	91.0	51.6	79.6		70.7	86.2	92.2	74.5	82.6	72.3	86.9	93.4	92.7
		98	78.1	84.2	84.9	62.4	82.8	86.3	37.8	75.1		25.8	79.7	89.3	66.1	73.2	50.6	81.9	90.8	92.3
I t a l y	Italy	00	88.8	92.0	89.4	79.7	89.6	92.6	52.0	66.7	80.1		89.9	90.6	82.7	88.8	84.7	88.2	95.8	92.0
		99	84.5	85.4	86.9	71.8	83.1	86.1	51.0	61.6	74.7		81.5	84.2	68.5	78.2	74.2	83.1	89.1	85.7
		98	74.0	74.5	75.9	62.8	69.3	74.6	43.1	38.9	56.0		61.0	69.8	51.6	72.4	55.2	74.2	80.3	65.7
L u x e m b u r g	Luxemburg	00	94.5	96.1	97.2	89.7	94.3	97.6	38.7	85.6	88.4	89.9		96.1	92.8	92.8	87.7	95.8	97.5	95.3
		99	92.7	97.0	93.5	87.1	93.5	97.7	54.3	74.6	83.7	70.2		93.2	84.9	92.9	85.1	94.3	97.4	96.7
		98	93.6	95.8	92.7	87.2	94.0	96.8	50.6	88.2	83.6	32.8		93.6	82.5	88.6	69.5	86.3	96.1	93.2
N e t h e r l a n d s	Netherlands	00	94.2	95.5	97.0	95.8	89.3	91.8	55.0	73.5	92.0	83.7	94.0		94.4	94.5	87.3	96.1	96.0	92.8
		99	90.1	92.7	92.8	85.7	89.4	89.2	66.7	71.1	89.0	66.8	94.1		88.1	86.9	85.1	94.2	94.1	88.3
		98	93.6	93.8	94.1	92.0	91.6	94.1	62.7	83.3	92.7	38.1	92.7		89.9	89.6	75.0	95.5	94.6	92.5
N o r w a y	Norway	00	92.6	93.8	97.5	95.7	91.7	94.2	47.1	91.5	87.5	81.8	89.6	92.8		91.4	85.0	96.8	96.1	94.3
		99	87.7	92.0	96.0	89.3	87.2	92.3	49.6	90.3	83.5	57.0	92.1	92.2		84.8	80.1	97.6	95.5	93.3
		98	77.4	82.7	91.1	88.9	79.1	81.0	31.9	81.0	64.9	11.4	75.1	88.8		73.3	46.5	93.3	87.5	85.9
P o r t u g a l	Portugal	00	78.8	94.4	96.2	90.4	92.7	94.5	37.6	76.3	78.3	86.6	93.0	94.8	85.0		88.8	97.3	95.5	93.9
		99	77.6	94.2	94.1	77.5	91.7	93.6	45.6	66.8	75.0	75.3	91.4	93.9	79.4		89.1	91.3	97.0	92.4
		98	77.4	80.0	83.4	64.0	84.5	84.5	32.2	44.8	50.8	28.6	71.4	85.3	62.5		69.2	79.2	92.5	81.1
S p a i n	Spain	00	79.8	89.9	91.6	77.0	88.6	91.3	37.7	39.4	82.6	78.7	80.8	90.3	79.3	93.1		87.9	94.1	90.6
		99	73.2	84.0	85.4	67.8	86.1	85.9	43.3	40.2	78.6	66.3	70.0	85.1	66.5	89.6		79.6	92.2	88.3
		98	63.2	74.4	81.7	59.0	82.6	82.7	34.9	30.1	67.8	36.8	65.1	76.5	56.6	83.9		71.8	86.6	79.8
S w e d e n	Sweden	00	95.8	95.8	97.8	97.7	93.3	93.7	49.3	95.5	91.8	85.5	94.4	95.0	96.6	92.2	88.7		97.7	94.6
		99	94.5	95.5	98.1	97.9	93.0	95.0	57.7	92.8	88.9	75.2	95.2	96.0	95.5	89.3	86.7		97.7	95.8
		98	94.8	93.2	98.5	98.4	91.1	94.2	44.6	88.3	90.3	42.0	91.9	96.8	96.3	87.0	70.7		97.9	95.9
S w i t z e r l a n d	Switzerland	00	96.4	95.4	98.0	97.7	96.0	97.7	57.4	84.6	92.2	91.8	96.8	96.5	96.5	96.2	90.4	97.8		96.3
		99	96.5	96.9	97.4	96.6	94.8	98.0	71.0	66.1	93.2	77.0	97.8	96.5	92.4	96.5	88.6	97.3		97.5
		98	96.6	94.7	97.4	97.8	94.7	97.0	65.9	88.5	88.0	39.8	96.1	96.0	86.9	95.1	79.5	98.6		97.2
U n i t e d K i n g d o m	United Kingdom	00	87.4	93.0	95.3	93.4	89.7	94.6	45.9	88.8	94.0	88.5	93.2	87.8	92.2	89.9	85.2	92.7	94.2	
		99	90.3	92.6	95.2	91.6	92.2	94.2	57.1	85.5	93.0	75.4	93.4	93.6	89.2	89.8	86.0	93.8	94.9	
		98	88.5	91.2	94.2	91.7	91.4	90.4	51.9	86.6	91.4	47.3	89.8	93.1	87.7	88.7	70.1	93.3	94.6	



# Europe: Average Delivery Days

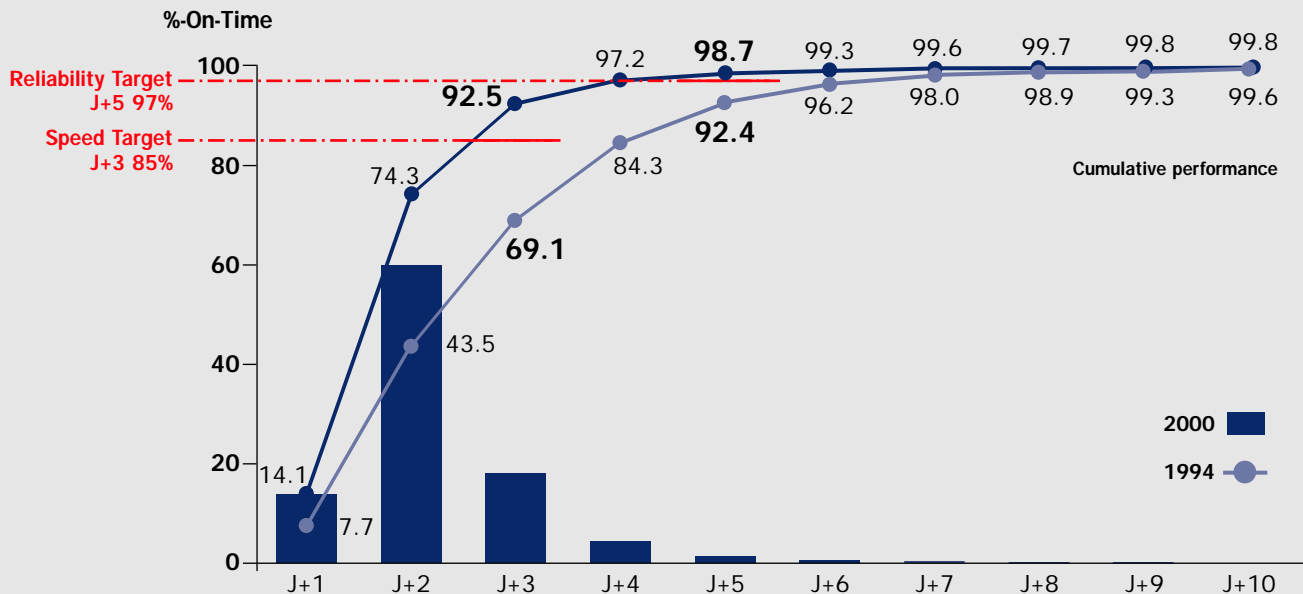
Years 1998, 1999, 2000

		Destination																		
		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK	
O r i g i n	Austria	00		2.2	2.1	2.5	2.3	2.0	3.8	2.9	3.0	2.4	2.1	2.2	2.4	2.5	2.7	2.2	2.0	2.2
		99		2.2	2.1	2.6	2.4	2.1	3.4	3.2	2.6	2.8	2.3	2.3	2.7	2.6	2.9	2.2	2.0	2.3
		98		2.3	2.2	2.9	2.6	2.1	3.5	3.3	2.9	4.5	2.5	2.2	2.8	2.7	3.4	2.5	2.0	2.5
Belgium	00	2.3		2.2	2.5	2.3	2.1	3.9	2.7	2.5	2.5	1.7	2.2	2.3	2.2	2.5	2.3	2.2	2.2	
	99	2.2		2.3	2.6	2.3	2.1	3.9	2.7	2.3	3.1	1.7	2.3	2.6	2.3	2.6	2.3	2.2	2.3	
	98	2.8		2.6	2.8	2.4	2.3	4.1	3.0	2.9	4.4	1.8	2.4	2.8	2.5	3.0	2.5	2.4	2.6	
Denmark	00	2.2	2.1		2.2	2.3	2.0	3.6	2.3	2.2	2.3	2.0	2.1	2.1	2.2	2.4	1.9	2.0	2.1	
	99	2.1	2.1		2.3	2.3	2.1	3.2	2.2	2.2	2.8	2.2	2.2	2.2	2.3	2.5	2.0	2.0	2.1	
	98	2.2	2.3		2.2	2.3	2.1	3.8	2.3	2.4	4.8	2.2	2.1	2.3	2.6	3.2	2.0	2.0	2.1	
Finland	00	2.2	2.2	2.0		2.4	2.1	3.9	2.6	2.5	2.7	2.4	2.1	2.1	2.5	3.1	1.9	2.0	2.2	
	99	2.4	2.3	2.1		2.6	2.2	4.2	3.3	2.9	3.5	2.5	2.3	2.4	2.8	3.2	2.0	2.1	2.3	
	98	2.4	2.6	2.2		2.6	2.4	4.3	3.3	3.2	5.2	2.6	2.4	2.4	3.3	3.8	2.0	2.2	2.4	
France	00	2.5	2.2	2.1	2.6		2.0	3.7	3.0	2.4	2.4	1.9	2.1	2.4	2.2	2.4	2.2	2.0	2.2	
	99	2.4	2.1	2.2	3.1		2.1	3.7	2.9	2.4	3.0	1.9	2.1	2.7	2.2	2.4	2.3	2.0	2.1	
	98	2.4	2.2	2.2	2.7		2.2	3.8	3.1	2.5	4.5	2.0	2.2	2.7	2.3	2.8	2.3	2.1	2.2	
Germany	00	2.1	2.1	2.0	2.2	2.2		3.6	2.8	2.2	2.3	1.9	2.0	2.2	2.1	2.6	2.1	1.9	2.2	
	99	2.2	2.1	2.0	2.3	2.2		3.3	3.0	2.3	3.0	2.0	2.1	2.4	2.1	2.6	2.2	1.9	2.1	
	98	2.3	2.2	2.2	2.4	2.3		3.6	3.0	2.5	4.3	2.1	2.2	2.6	2.3	3.2	2.3	2.0	2.3	
Greece	00	2.7	2.8	2.5	3.3	2.7	2.5		3.6	3.2	3.0	2.8	2.6	3.0	2.6	3.5	2.7	2.4	2.8	
	99	2.9	3.0	2.8	3.5	2.9	2.7		3.9	3.2	3.5	2.7	2.7	3.4	3.0	3.3	2.8	2.3	2.8	
	98	2.9	2.9	3.4	3.4	3.3	3.0		4.4	3.5	5.5	3.2	2.9	3.7	3.4	3.9	3.1	2.7	3.1	
Iceland	00	2.9	2.8	2.0	2.7	2.7	2.3	4.4		2.7	3.0	2.6	2.4	2.2	2.9	3.1	2.1	2.5	2.3	
	99	2.9	3.1	2.1	2.7	2.7	2.6	3.8		3.0	3.9	2.6	2.6	2.5	3.0	3.1	2.1	2.7	2.4	
	98	3.1	3.2	2.2	2.8	3.1	2.9	4.2		3.3	5.6	2.4	2.2	2.4	3.3	3.9	2.1	2.6	2.4	
Ireland	00	2.9	2.3	2.2	2.6	2.3	2.2	3.9	2.6		2.5	2.3	2.2	2.4	2.5	2.9	2.4	2.3	2.1	
	99	3.0	2.3	2.2	3.2	2.5	2.3	3.9	2.9		3.2	2.6	2.3	2.9	2.8	3.2	2.6	2.3	2.2	
	98	2.9	2.7	2.8	3.3	2.7	2.6	4.1	3.1		5.9	2.9	2.5	3.2	3.2	3.8	2.8	2.5	2.3	
Italy	00	2.5	2.3	2.3	2.9	2.4	2.2	3.8	3.4	2.7		2.6	2.3	2.7	2.5	2.6	2.5	2.1	2.3	
	99	2.6	2.6	2.5	3.1	2.7	2.5	3.8	3.4	3.0		2.8	2.7	3.2	2.9	2.9	2.7	2.4	2.6	
	98	3.1	3.1	3.0	3.6	3.3	3.1	4.1	4.7	3.8		3.7	3.3	4.0	3.1	3.8	3.0	2.8	3.5	
Luxemburg	00	2.2	2.1	2.1	2.6	2.2	2.0	4.1	2.6	2.4	2.5		2.1	2.3	2.2	2.5	2.2	2.0	2.1	
	99	2.4	2.1	2.2	2.6	2.1	1.9	3.6	3.0	2.7	3.2		2.2	2.5	2.2	2.6	2.3	2.1	2.1	
	98	2.2	2.1	2.3	2.8	2.2	2.0	3.8	2.6	2.7	4.8		2.2	2.8	2.4	3.1	2.6	2.1	2.3	
Netherlands	00	2.2	2.2	2.1	2.3	2.5	2.3	3.6	3.1	2.3	2.7	2.2		2.2	2.2	2.5	2.1	2.1	2.3	
	99	2.4	2.3	2.3	2.8	2.5	2.5	3.3	3.1	2.5	3.4	2.3		2.5	2.5	2.6	2.2	2.3	2.5	
	98	2.3	2.2	2.2	2.5	2.4	2.2	3.3	2.7	2.3	5.0	2.3		2.5	2.4	3.0	2.2	2.2	2.3	
Norway	00	2.4	2.3	2.1	2.2	2.3	2.2	3.9	2.3	2.5	2.7	2.4	2.2		2.3	2.6	2.1	2.1	2.2	
	99	2.5	2.3	2.1	2.5	2.5	2.4	3.7	2.4	2.6	3.7	2.5	2.3		2.7	2.8	2.0	2.2	2.3	
	98	2.9	2.8	2.4	2.6	2.8	2.8	4.3	2.8	3.2	6.7	3.0	2.5		3.0	3.9	2.2	2.6	2.6	
Portugal	00	2.9	2.2	2.1	2.6	2.3	2.2	4.3	2.9	2.8	2.6	2.4	2.1	2.7		2.4	2.1	2.1	2.2	
	99	3.0	2.2	2.2	3.0	2.3	2.2	3.8	3.3	2.9	3.1	2.4	2.2	2.9		2.3	2.3	2.0	2.3	
	98	2.9	2.8	2.6	3.4	2.6	2.6	4.4	4.3	3.7	5.5	3.0	2.6	3.4		3.2	2.9	2.3	2.8	
Spain	00	2.8	2.4	2.3	3.0	2.5	2.4	4.1	4.5	2.7	2.8	2.8	2.4	2.9	2.3		2.5	2.3	2.4	
	99	3.0	2.6	2.5	3.3	2.6	2.6	4.0	4.1	2.8	3.4	3.2	2.6	3.1	2.4		2.8	2.3	2.5	
	98	3.3	2.9	2.8	3.6	2.7	2.7	4.3	4.5	3.2	5.0	3.3	2.9	3.5	2.6		3.1	2.5	2.8	
Sweden	00	2.2	2.2	2.0	2.1	2.3	2.2	3.7	2.3	2.4	2.6	2.2	2.2	2.1	2.4	2.5		2.1	2.2	
	99	2.2	2.2	2.0	2.1	2.3	2.2	3.5	2.3	2.5	3.0	2.2	2.1	2.2	2.6	2.6		2.0	2.1	
	98	2.3	2.3	2.0	2.1	2.4	2.3	3.9	2.6	2.5	4.8	2.4	2.1	2.2	2.6	3.1		2.0	2.1	
Switzerland	00	2.1	2.2	1.9	2.2	2.0	2.0	3.5	2.8	2.3	2.4	2.1	2.1	2.2	2.1	2.4	2.0		2.1	
	99	2.1	2.1	2.0	2.3	2.0	2.0	3.1	3.3	2.3	3.0	2.0	2.1	2.5	2.1	2.5	2.0		2.0	
	98	2.1	2.2	2.0	2.2	2.1	2.1	3.2	2.5	2.6	4.6	2.2	2.1	2.6	2.2	2.8	2.0		2.1	
United Kingdom	00	2.5	2.3	2.1	2.4	2.4	2.2	3.9	2.5	2.1	2.5	2.2	2.4	2.3	2.4	2.6	2.3	2.2		
	99	2.4	2.3	2.1	2.4	2.3	2.2	3.6	2.5	2.2	3.0	2.2	2.2	2.4	2.4	2.5	2.2	2.1		
	98	2.4	2.3	2.3	2.4	2.3	2.4	3.7	2.6	2.3	4.3	2.4	2.3	2.6	2.5	3.2	2.2	2.2		

Europe includes members of EU, Iceland, Norway and Switzerland. The method of calculation is based on a five days business week - that is to exclude Saturdays and Sundays, and to exclude national public holidays in the destination country. The following countries have Saturday mail delivery: Denmark, France, Germany, Italy, Netherlands, Norway, Switzerland and United Kingdom. The first fortnight of September 1999 has been removed from data on all streams with Greece, due to the earthquake that occurred at that time.

# Europe: Distribution of Delivery Days

Year 2000



Quality of Service Performance for International 1st Class Mail

## One Million Test Letters

In 2000, more than one million test letters of representative types and sizes were sent into 306 country-to-country mail streams, over 600 regional routes covering both urban and rural areas, and into 430 city-to-city links within North America, and between North America and Europe.

### Service Standard for International Mail within Europe

IPC's European member Postal operators have agreed to common service standards of J+3 (speed) and J+5 (reliability) for the delivery of first-class international mail within Europe. J (jour for day) is the day of posting. The +3 and +5 express the number of days before final delivery during which time collection, sorting, national and international transport, and delivery take place.

Targets have been set by the European Union's directive on postal services for 85 per cent of mail to be delivered within J+3 and 97 per cent within J+5. Results from UNEX monitoring show that Europe's Postal operators enhanced their customer service in terms of both speed and reliability, and exceeded both targets.

### UNEX Statistical Design

UNEX measurement is carried out continuously. The system's statistical design represents the real flows, patterns and characteristics of international mail. The accuracy of the country-to-country quality of service results presented in this report ranges between 1 and 5 per cent, within a 95 per cent level of confidence.

## The International Post Corporation

The International Post Corporation (IPC) is a cooperative association of 21 national postal operators. IPC supports its members by facilitating improvement in international postal services.

IPC's members are: Österreichische Post AG; De Post/La Poste, Belgium; Canada Post Corporation; the Department of Postal Services, Cyprus; Post Denmark; Finland Post Ltd; La Poste, France; Deutsche Post AG; Hellenic Post ELTA, Greece; Iceland Post; An Post, Ireland; Poste Italiane S.p.A.; Postes et Télécommunications, Luxembourg; TNT Post Group, the Netherlands; Norway Post; CTT Correios de Portugal SA; Correos y Telégrafos, Spain; Posten AB, Sweden; Swiss Post; The Post Office, the United Kingdom; and the United States Postal Service.