

# Improving the Quality of International Mail

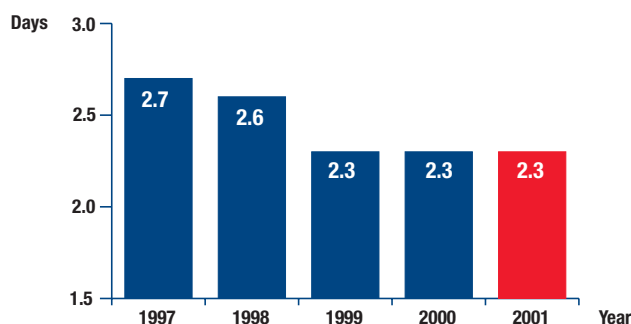
## Year Results 2001

**U N E X**

### European Postal Quality of Service Remains Well Above Target

In 2001, the UNEX end-to-end performance measurement system results show that 92.0 per cent of first class, intra-European mail was delivered to the final addressee within three days of posting (J+3). This represents an improvement of 8.5 percentage points compared with 1997, and a slight decrease of 0.5 point compared with last year. The 2001 average delivery time was 2.3 days.

**Average Delivery Days**

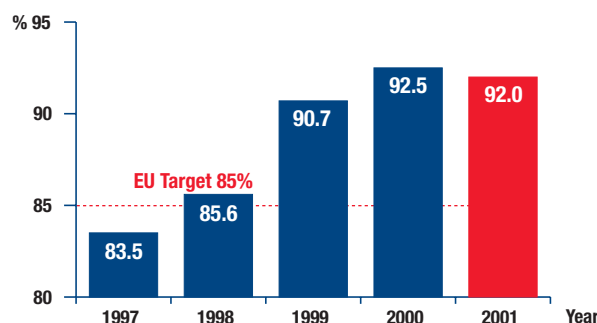


European Postal operators continue to perform far above their targets:

- **J+3 performance, the speed indicator**, has improved from 69.1% in 1994, when the UNEX study started, to 92.0% in 2001, exceeding the target by 7 percentage points.
- **J+5 performance, the reliability indicator**, has also improved over time with 98.4% of all mail reaching its final destination within five days of posting (J+5), exceeding the target set at 97%.

Along with the level of results achieved on average, the consistency of performance that customers receive on a country-to-country basis is another important element for assessing quality of service in Europe: more than three quarters of the 306 European country-to-country streams now meet or exceed the 85%-target, up from a half in 1997.

**Delivery Performance in J+3**



The high level of overall quality of service is the result of constant effort by IPC Member Postal operators to improve international and domestic operations. Performance was maintained in 2001, during a time of postal operational challenges. Maintaining high service performance for all customers remains the priority.

### The UNEX Monitoring System

IPC Members publish UNEX results twice a year. The three key performance indicators presented in this brochure are the percentage of mail items delivered: within three days (J+3), the speed indicator; within five days (J+5), the reliability indicator, and the average number of delivery days taken to deliver mail.

(See page 4)

# Europe | Percentage On time J+3

Year 1999, 2000, 2001

U N E X

Destination Country		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	GB
Austria	01		89.9	95.5	91.1	91.4	96.8	54.5	75.8	75.0	88.7	95.2	93.3	87.3	81.1	78.8	94.5	97.0	93.2
	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
Belgium	01	81.4		90.1	87.0	88.3	94.3	41.8	79.9	85.2	85.7	96.2	94.8	88.3	83.6	80.8	90.9	85.9	92.2
	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
Denmark	01	88.4	95.4		97.7	94.1	97.7	62.4	94.3	91.1	90.5	95.7	96.6	96.2	92.4	85.2	98.1	98.2	95.8
	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
Finland	01	93.1	92.5	98.6		93.7	98.1	59.2	88.5	92.1	85.7	95.2	95.6	97.0	93.9	81.6	98.5	98.2	95.0
	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
France	01	92.7	95.0	96.6	88.5		96.2	61.6	68.1	90.6	90.9	96.7	94.8	95.0	92.4	86.0	95.4	95.8	94.6
	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
Germany	01	95.5	95.7	98.1	94.7	95.7		64.9	82.4	90.9	90.9	97.8	97.7	95.0	91.2	85.2	95.1	97.8	94.3
	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
Greece	01	76.2	86.7	90.6	72.0	88.9	88.2		60.1	73.0	82.9	83.5	85.0	82.5	70.7	74.3	83.5	86.4	86.9
	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
Iceland	01	67.9	78.8	98.1	84.6	85.0	89.0	31.3		77.2	78.7	72.2	85.3	94.7	77.5	63.8	96.4	86.0	89.5
	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
Ireland	01	68.0	88.5	95.3	81.7	91.0	91.9	39.2	77.5		84.7	85.2	88.6	86.6	80.0	68.9	89.5	88.0	92.8
	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
Italy	01	87.1	88.7	92.8	81.3	89.3	91.9	57.9	67.5	81.6		89.1	88.1	80.9	88.5	80.0	87.0	92.4	89.4
	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
Luxembourg	01	86.4	96.2	94.9	87.3	96.6	99.1	45.7	88.5	85.3	86.8		96.4	91.5	88.2	78.6	92.2	97.4	95.7
	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
Netherlands	01	90.7	93.9	94.6	91.6	89.5	93.3	57.6	72.5	87.6	87.9	92.3		92.0	88.8	82.9	93.4	94.8	94.0
	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
Norway	01	90.1	92.8	97.3	95.7	94.3	95.6	58.6	93.7	87.8	88.0	90.1	94.0		91.1	83.7	97.5	95.2	93.9
	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
Portugal	01	71.3	89.5	96.0	85.9	92.4	92.8	43.3	70.7	73.5	88.6	93.1	93.0	80.5		86.1	89.9	94.8	91.6
	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
Spain	01	78.9	86.0	91.9	76.3	91.0	92.2	44.6	46.8	81.3	86.6	81.1	88.6	79.9	90.4		88.7	91.8	89.8
	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
Sweden	01	93.9	93.1	98.1	97.7	94.1	96.0	53.2	94.4	91.5	89.3	96.5	95.8	96.2	93.7	83.3		97.6	95.9
	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
Switzerland	01	96.1	92.2	98.6	96.8	95.2	97.8	63.1	84.2	91.4	92.5	96.8	96.8	96.5	94.9	88.1	98.7		96.0
	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
United Kingdom	01	81.7	91.1	92.6	88.1	88.5	93.0	48.0	78.9	91.3	83.2	87.4	87.1	87.8	80.5	80.3	90.4	90.5	
	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	

# Europe | Average Delivery Days

Year 2001

U N E X

Destination Country		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	GB
Origin Country																			
Austria		2.4	2.1	2.5	2.4	2.1	3.6	3.1	2.9	2.4	2.3	2.3	2.5	2.7	2.9	2.2	2.0	2.3	
Belgium	2.7		2.3	2.6	2.5	2.2	4.1	2.8	2.5	2.6	1.8	2.2	2.4	2.6	2.8	2.4	2.5	2.3	
Denmark	2.4	2.1		2.2	2.2	2.0	3.4	2.2	2.3	2.3	2.2	2.1	2.1	2.3	2.6	1.9	2.0	2.1	
Finland	2.2	2.4	1.9		2.2	2.0	3.4	2.5	2.3	2.6	2.3	2.1	2.0	2.4	2.9	1.9	2.0	2.2	
France	2.3	2.1	2.0	2.6		2.0	3.5	3.1	2.3	2.3	1.8	2.1	2.2	2.2	2.5	2.1	2.0	2.2	
Germany	2.1	2.1	2.0	2.3	2.1		3.4	2.7	2.4	2.4	2.0	2.0	2.1	2.3	2.6	2.1	2.0	2.2	
Greece	2.9	2.5	2.3	3.2	2.4	2.5		3.5	3.1	2.7	2.8	2.6	2.8	3.4	3.1	2.7	2.6	2.6	
Iceland	3.1	2.9	2.0	2.8	2.7	2.4	4.3		2.9	2.9	3.1	2.6	2.2	3.0	3.5	2.1	2.6	2.4	
Ireland	3.3	2.5	2.2	2.9	2.4	2.3	4.2	2.9		2.6	2.6	2.5	2.5	2.9	3.3	2.4	2.6	2.2	
Italy	2.6	2.4	2.3	2.9	2.5	2.3	3.7	3.2	2.7		2.6	2.4	2.8	2.4	2.8	2.5	2.3	2.4	
Luxembourg	2.4	2.1	2.3	2.7	2.1	1.9	3.8	2.6	2.6	2.5		2.1	2.4	2.5	2.8	2.2	2.0	2.1	
Netherlands	2.4	2.2	2.2	2.5	2.4	2.2	3.6	3.0	2.5	2.4	2.3		2.3	2.5	2.7	2.2	2.2	2.2	
Norway	2.4	2.3	2.1	2.3	2.3	2.2	3.5	2.3	2.4	2.5	2.5	2.2		2.3	2.6	2.0	2.2	2.2	
Portugal	3.0	2.4	2.1	2.8	2.3	2.2	4.1	3.2	3.0	2.5	2.4	2.3	2.8		2.5	2.4	2.2	2.3	
Spain	2.9	2.6	2.3	3.1	2.4	2.3	3.9	4.0	2.7	2.5	2.9	2.4	2.9	2.3		2.5	2.3	2.4	
Sweden	2.3	2.3	2.0	2.1	2.2	2.1	3.8	2.2	2.3	2.4	2.2	2.1	2.1	2.2	2.6		2.0	2.1	
Switzerland	2.1	2.3	2.0	2.2	2.0	2.0	3.3	2.7	2.3	2.3	2.1	2.1	2.1	2.1	2.4	2.0		2.0	
United Kingdom	2.8	2.4	2.2	2.6	2.5	2.3	3.9	2.8	2.3	2.7	2.5	2.5	2.5	2.8	2.8	2.4	2.4		

# Europe | Percentage On time J+5

Year 2001

U N E X

Destination Country		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	GB
Origin Country																			
Austria		98.1	99.5	99.4	98.4	99.6	90.8	96.8	97.8	98.2	99.8	99.3	97.5	97.7	94.9	99.5	99.7	98.4	
Belgium	96.3		98.7	98.5	96.2	99.1	85.5	95.3	98.8	97.2	99.4	99.0	98.8	97.0	95.5	98.9	97.6	98.7	
Denmark	98.1	99.5		99.4	99.1	99.6	93.8	99.3	97.3	98.0	98.0	99.3	99.5	98.5	96.5	99.6	99.8	99.1	
Finland	99.4	97.7	99.5		99.0	99.8	93.5	99.0	98.8	97.6	99.3	99.6	99.6	98.7	95.7	99.7	99.3	98.7	
France	98.7	99.0	99.5	98.3		98.9	89.7	93.6	98.4	98.1	98.9	99.3	98.9	98.6	96.4	99.0	99.3	98.8	
Germany	99.3	99.1	99.3	99.1	99.1		91.0	95.6	98.0	97.8	98.9	99.4	98.8	97.6	96.7	99.0	99.4	98.4	
Greece	95.2	97.5	97.7	95.1	97.0	96.4		92.8	94.6	95.1	97.2	96.9	96.3	90.7	93.8	96.3	96.8	96.9	
Iceland	96.3	98.3	99.4	98.9	98.4	98.5	84.2		98.4	98.1	97.1	98.0	99.0	96.7	90.8	99.5	99.1	98.1	
Ireland	94.5	97.5	99.5	96.9	98.6	98.7	84.1	95.0		97.5	97.4	98.6	97.3	97.8	94.1	98.6	97.7	98.9	
Italy	96.9	97.9	98.3	96.5	96.9	97.7	89.1	93.7	96.5		97.7	97.3	95.7	98.1	95.6	97.0	97.7	97.4	
Luxembourg	98.8	99.3	99.0	99.8	99.8	99.9	92.4	98.1	97.7	97.6		100.0	98.8	97.6	95.5	99.3	100.0	99.1	
Netherlands	98.0	98.6	99.2	98.4	98.2	99.0	90.7	95.8	98.4	96.4	98.5		98.0	97.4	95.9	98.9	99.1	99.0	
Norway	98.4	97.9	99.2	99.3	98.7	99.0	90.8	98.8	98.3	96.3	95.6	98.8		98.9	97.1	99.6	98.3	98.3	
Portugal	97.4	97.6	99.3	98.0	98.4	98.2	85.5	95.0	97.1	98.0	98.9	98.9	97.5		97.2	98.9	99.3	98.0	
Spain	96.2	97.5	98.1	96.7	98.1	98.4	86.5	89.1	98.0	96.8	97.8	98.5	96.6	98.6		98.7	98.2	97.5	
Sweden	98.5	98.4	99.6	99.4	98.7	99.2	88.4	99.2	98.2	97.5	98.5	99.3	99.7	98.3	96.8		99.4	98.9	
Switzerland	99.1	98.4	99.8	99.6	99.0	99.7	94.0	97.6	98.4	98.0	99.8	99.0	99.4	98.9	97.7	99.6		99.4	
United Kingdom	95.2	97.9	98.2	97.5	98.2	98.7	86.3	95.3	98.3	95.7	97.1	97.9	97.2	95.8	95.0	97.9	97.9		

RESEARCH INTERNATIONAL

International Post Corporation

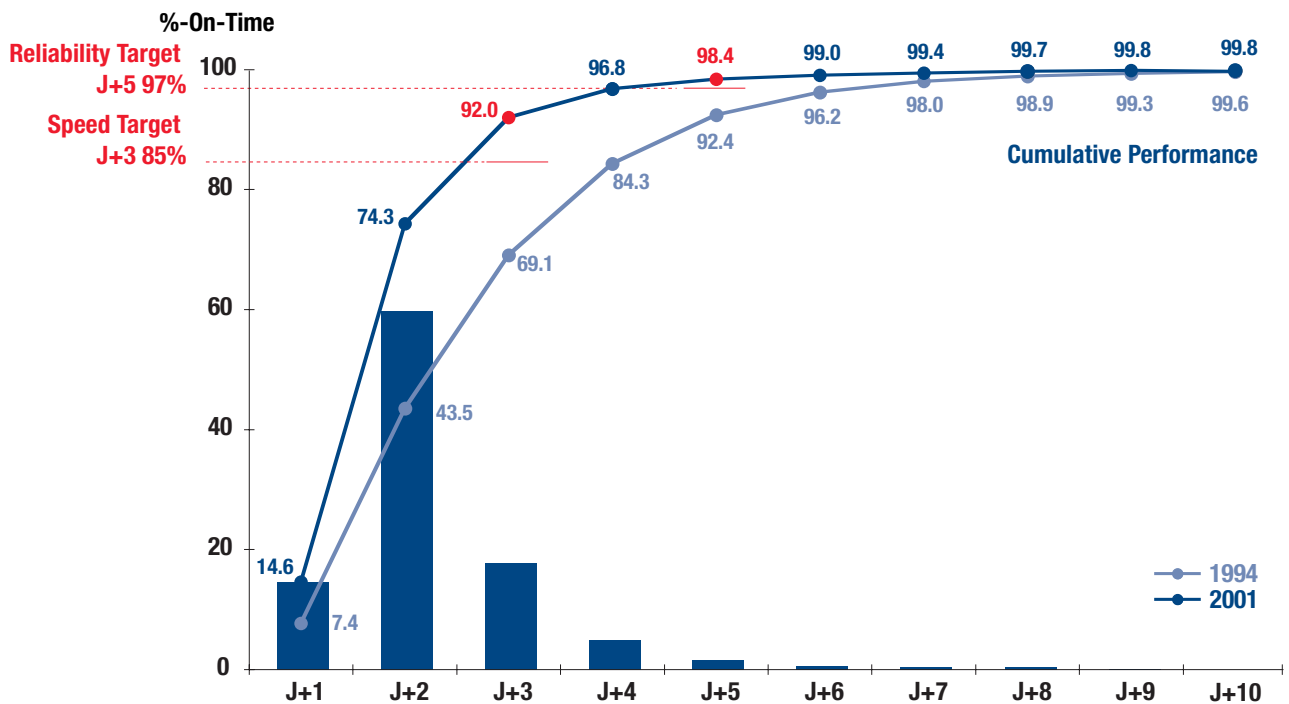
Europe includes members of EU, Iceland, Norway and Switzerland. The method of calculation is based on a five days business week – that is to exclude Saturdays and Sundays, and to exclude national and regional public holidays in the destination country. The following countries have Saturday mail delivery: Denmark, France, Germany, Italy, Netherlands, Norway, Switzerland and United Kingdom.

## Service Standards 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, over time, Europe's Postal operators have enhanced their customer service in terms of both speed and reliability, and have exceeded both targets.

### Europe | Distribution per Delivery Days | Year 2001



## UNEX Monitoring System

The International Post Corporation (IPC) implemented the Unipost External Monitoring System (UNEX) as one of its members' 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 end-to-end postal delivery performance for intra-European priority letter 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.

## One Million Test Letters

In 2001, 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.

## 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 on an annual basis, within a 95 per cent level of confidence.

### The International Post Corporation

The International Post Corporation (IPC) is a cooperative association of 22 national postal operators. IPC supports its members by facilitating improvement in international postal services. IPC's members are: Österreichische Post AG, Austria; De Post/La Poste, Belgium; Canada Post; the Department of Postal Services, Cyprus; Post Danmark; Finland Post Corporation; La Poste, France; Deutsche Post AG, Germany; Hellenic Post ELTA, Greece; Magyar Posta, Hungary; Iceland Post; An Post, Ireland; Poste Italiane S.p.A.; Postes et Télécommunications, Luxembourg; TPG NV, the Netherlands; Norway Post; CTT Correios de Portugal SA; Correos y Telégrafos, Spain; Posten AB, Sweden; Swiss Post; Consignia plc, the United Kingdom; and the United States Postal Service.