

# Improving the Quality of International Mail

## Year Results 2002

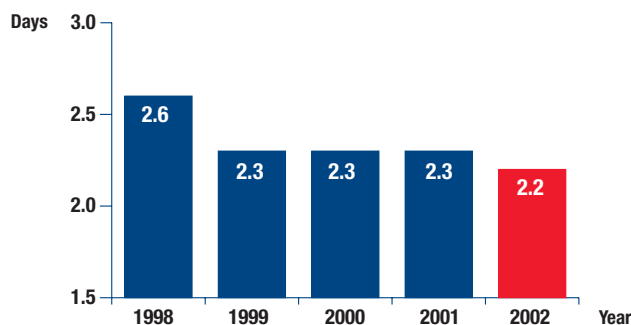
### U N E X

#### European Postal Performance Remains at a High Level

In 2002, European Postal Services continued to achieve high performance, once more exceeding on average the European Union objectives. This achievement is a demonstration of the commitment of the European Postal operators to providing customers with consistently reliable postal service of a high quality.

For the year 2002, the UNEX end-to-end performance measurement system results show that 93.5 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 7.9 percentage points compared with 1998, and an increase of 1.5 point compared with last year. The average delivery time was 2.2 days.

**Average Delivery Days**



European Postal operators continue to perform far above their objectives:

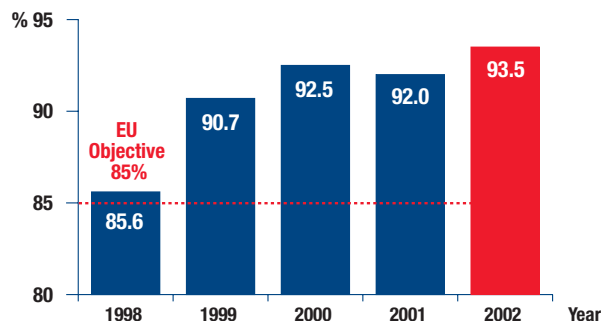
- **J+3 performance, the speed indicator**, has improved from 69.1% in 1994, when the UNEX study started, to

93.5% for the full year 2002, exceeding the objective by 8.5 percentage points.

- **J+5 performance, the reliability indicator**, has also improved over time with 98.8% of all mail reaching its final destination within five days of posting (J+5), exceeding the objective 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 postal quality of service in Europe: 81 percent of the 306 European country-to-country streams now meet or exceed the 85%-objective, up from a half in 1998, and one third in 1994.

**Delivery Performance in J+3**



The high level of overall quality of service is the result of constant effort made by International Post Corporation's member Postal operators to improve international and domestic operations. Maintaining high service performance for all customers remains the priority.

# Europe | Percentage On time J+3

Year 2000, 2001, 2002

UNEX

Destination Country		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	GB
Origin Country																			
Austria	02		95.2	95.4	89.2	91.2	97.6	63.2	69.8	81.5	84.6	95.2	93.5	88.6	87.8	82.1	93.4	97.6	92.9
	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
Belgium	02	90.3		94.3	93.7	94.5	96.8	69.0	77.5	93.5	90.1	97.2	96.8	94.6	93.3	87.7	94.9	95.1	94.6
	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
Denmark	02	91.5	97.2		98.0	95.5	98.8	73.8	97.1	94.8	91.1	96.4	96.3	97.9	95.1	86.3	98.8	97.6	96.3
	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
Finland	02	93.3	96.4	98.2		94.4	98.0	65.2	91.2	94.3	86.4	93.5	95.6	97.2	94.8	81.6	99.1	97.4	96.8
	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
France	02	91.2	96.6	96.3	91.9		96.8	73.8	73.6	93.4	90.7	95.9	96.1	93.0	94.4	86.9	96.4	96.5	94.8
	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
Germany	02	97.1	97.8	98.8	94.9	97.3		75.1	77.7	95.3	92.4	98.1	98.3	96.7	94.5	86.1	97.3	98.6	96.6
	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
Greece	02	80.6	87.5	93.2	84.9	92.0	90.5		74.7	83.1	80.8	88.6	87.2	86.9	84.1	81.8	85.2	83.9	87.5
	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
Iceland	02	71.2	88.0	98.8	91.8	91.8	92.5	42.1		89.6	77.3	75.8	87.9	97.3	90.7	73.4	98.3	89.7	93.0
	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
Ireland	02	74.0	90.7	93.5	86.6	91.0	93.2	52.2	79.1		85.4	90.2	89.8	88.3	77.2	78.9	91.2	86.0	94.5
	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
Italy	02	88.0	91.8	93.7	88.9	92.2	94.6	70.5	80.2	87.7		87.7	91.6	89.3	93.0	83.7	91.9	94.3	92.1
	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
Luxembourg	02	91.3	97.8	97.0	91.4	96.9	98.9	71.4	78.8	93.6	85.2		94.4	86.7	96.5	79.3	92.9	96.7	97.0
	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
Netherlands	02	90.1	96.3	96.0	95.3	91.9	96.6	65.1	75.1	94.4	91.2	93.7		92.7	92.5	84.1	96.3	95.7	95.6
	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
Norway	02	92.1	95.0	98.4	96.3	96.7	97.7	71.3	97.1	93.9	88.1	96.6	96.7		95.0	89.4	98.3	97.2	97.1
	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
Portugal	02	72.5	96.7	97.3	84.1	96.7	96.7	48.2	74.8	81.3	92.0	94.3	94.8	89.7		89.6	94.9	96.9	95.8
	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
Spain	02	82.7	91.1	90.6	84.2	92.0	92.6	58.3	62.7	85.0	85.5	85.4	90.9	84.1	94.0		86.2	93.7	91.0
	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
Sweden	02	94.1	96.1	98.4	98.1	95.7	96.3	60.7	95.7	94.1	87.8	97.2	96.1	97.3	94.2	87.3		97.2	96.2
	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
Switzerland	02	95.5	97.5	98.0	97.8	96.0	99.0	74.5	87.8	96.1	92.2	98.5	97.3	96.7	96.7	89.3	98.2		97.2
	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
United Kingdom	02	80.5	93.7	92.4	87.7	91.6	92.6	59.4	84.4	91.2	82.5	87.9	88.5	89.1	86.5	75.6	89.2		92.2
	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

# Europe | Average Delivery Days

Year 2002

U N E X

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

# Europe | Percentage On time J+5

Year 2002

U N E X

Origin Country	Destination Country																	
	AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	GB
Austria		99.2	99.4	98.3	98.3	99.7	92.0	93.0	97.8	97.7	99.8	99.2	98.8	98.0	96.5	99.6	99.6	99.2
Belgium	98.7		98.9	98.9	99.2	99.6	93.8	95.6	99.3	98.1	99.6	99.5	99.4	98.8	97.3	99.4	99.2	99.3
Denmark	98.6	99.7		99.7	99.1	99.8	95.0	99.3	99.3	97.2	99.8	99.5	99.8	99.6	97.6	99.8	100.0	99.6
Finland	98.3	99.0	99.7		99.0	99.8	93.8	99.4	99.1	96.9	99.1	98.4	99.7	99.1	97.0	99.9	99.0	99.5
France	98.6	99.5	99.3	98.6		99.5	96.6	94.4	99.1	98.5	99.5	99.2	98.6	98.4	97.5	99.3	99.3	99.0
Germany	99.5	99.7	99.9	99.1	99.4		93.7	94.6	98.9	98.7	99.4	99.6	99.2	99.2	97.5	99.5	99.5	99.4
Greece	96.0	97.3	98.6	98.0	98.7	98.4		96.4	97.7	95.4	96.6	96.7	95.8	94.4	96.4	98.1	97.9	97.6
Iceland	97.5	99.6	99.7	99.7	98.9	99.6	86.0		99.3	97.7	99.4	98.7	99.4	98.9	96.5	99.8	99.8	99.0
Ireland	95.2	97.8	98.2	98.7	97.6	98.4	89.1	97.2		95.4	96.8	98.0	97.7	97.0	95.0	98.2	97.8	98.7
Italy	97.3	98.4	99.1	98.4	98.7	98.8	93.0	95.3	98.4		99.1	97.6	97.7	98.0	96.8	98.9	98.6	98.3
Luxembourg	98.6	99.9	99.7	99.1	99.3	100.0	95.9	98.1	98.6	97.0		99.3	99.4	99.6	97.0	99.3	99.3	99.1
Netherlands	98.7	99.4	99.0	99.4	98.7	99.7	94.9	94.4	99.1	97.6	98.7		98.7	98.6	97.3	99.1	99.4	99.4
Norway	98.3	99.3	99.7	99.2	99.7	99.5	94.8	99.7	99.3	97.6	99.3	99.0		99.1	97.6	99.6	99.3	99.3
Portugal	97.4	99.6	99.1	99.1	99.4	99.4	87.9	95.5	98.2	98.1	99.3	98.9	99.3		97.2	99.6	99.4	98.9
Spain	96.5	98.8	98.1	97.8	98.8	98.9	88.6	94.1	97.5	97.7	97.7	98.7	99.1	98.8		97.7	99.3	98.6
Sweden	98.6	99.4	99.7	99.7	99.1	99.1	91.5	99.5	97.7	97.6	98.8	99.2	99.6	98.2	96.8		98.8	99.3
Switzerland	99.1	99.5	99.8	100.0	99.5	99.8	96.0	99.5	99.5	98.5	100.0	99.5	99.0	99.8	98.3	99.6		99.4
United Kingdom	96.1	98.7	98.7	98.3	98.3	98.9	91.5	97.1	98.7	95.3	97.7	97.8	98.4	96.5	94.2	98.3	98.2	

RESEARCH INTERNATIONAL

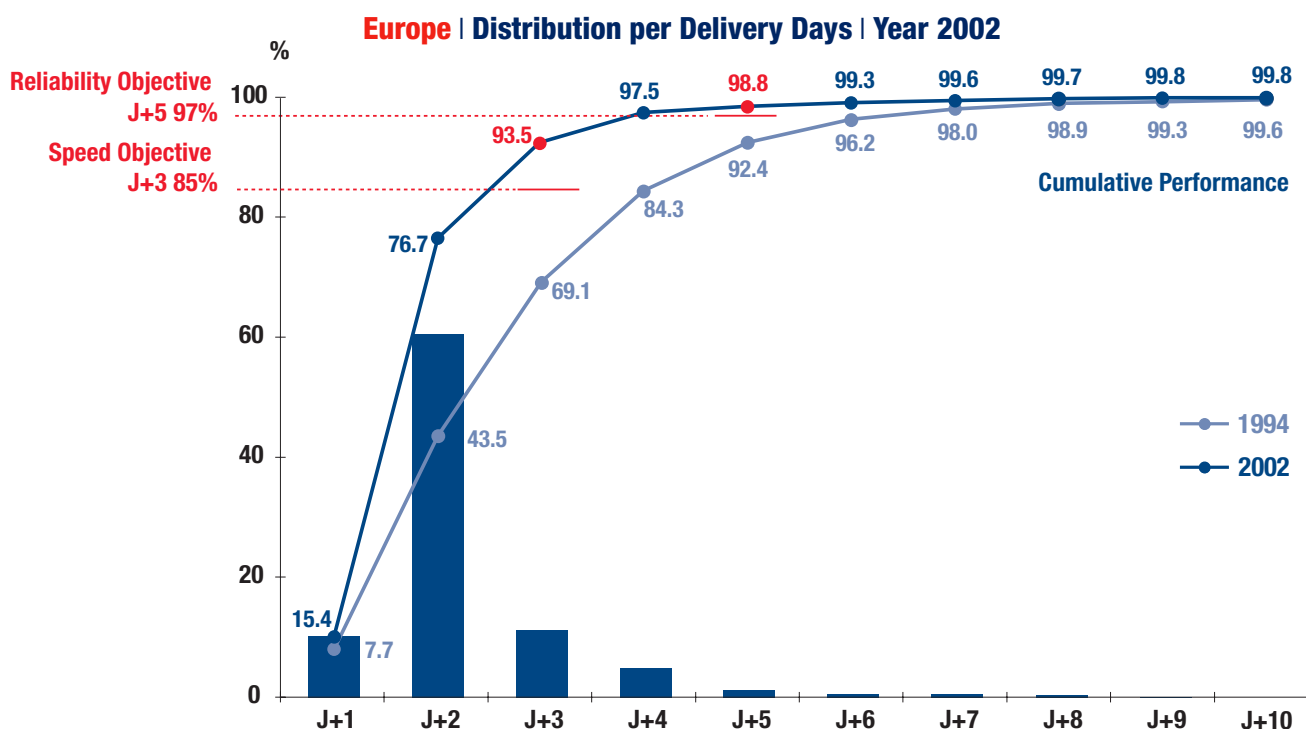
International Post Corporation

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

European member Postal operators of International Post Corporation (IPC) 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.

Objectives 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, on a country-to-country basis. 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 objectives, on average.



## One Million Test Letters

In 2002, about one million test letters of representative types and sizes were sent into 306 country-to-country mail streams, over all regional routes, covering both urban and rural areas in Europe, and into 430 city-to-city links within North America, and between North America and Europe.

## 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.

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 and independence of the statistics are guaranteed by the UNEX external monitoring contractor, Research International, an ISO 9001-certified company.

## 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 a yearly basis, within a 95 per cent level of confidence.