

# Improving the Quality of International Mail

## Year Results 2004

UNEX™

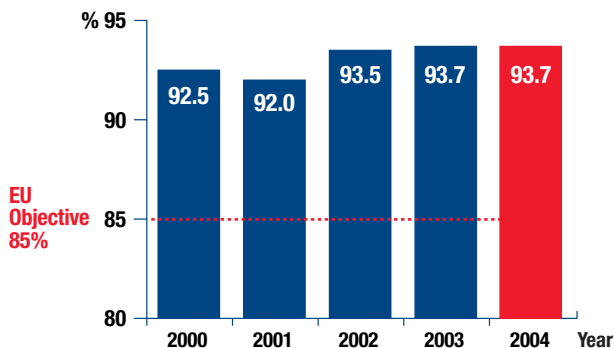
### Postal Performance Remains at a High Level in Europe

The figures presented in this report demonstrate the continuous and successful commitment of the European Postal operators\* to providing customers with consistently reliable postal service of a high quality. They continue to perform far above the objectives set by the European Union (EU).

#### J+3 performance, the speed indicator

In 2004, the UNEX end-to-end performance measurement system results show that 93.7 per cent of first class, intra-European cross-border mail was delivered to the final addressee within three days of posting (J+3), exceeding the EU Objective by 8.7 percentage points.

Delivery Performance in J+3

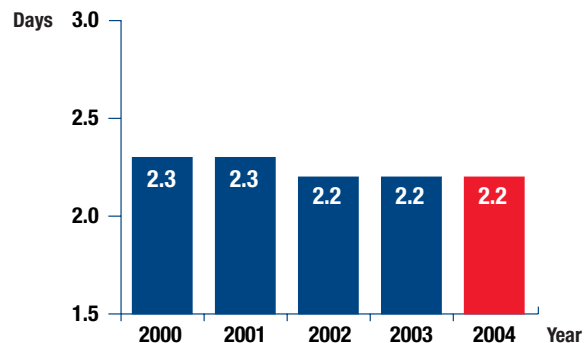


#### J+5 performance, the reliability indicator

The proportion of all mail reaching its final destination within five days of posting (J+5), has also improved and stabilized over time with a result of 98.4 per cent in 2004, exceeding the 97 per cent EU Objective.

The average delivery time in Europe was 2.2 days, an improvement of half a day since 1998 and almost one full day since 1994, when measurement started.

Average Delivery Days



Along with the average level of results achieved, the consistency of service to customers on a country-to-country basis is also an important criterion for assessing postal delivery performance in Europe. Of the 306 European country-to-country streams presented in this leaflet, 89 per cent now meet or exceed the 85 per cent EU Objective in J+3.

For J+5 performance, 83 per cent of country-to-country streams have met the 97 per cent EU Objective.

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

\*This report covers national Postal operators of the EU (before the new Members joined in May 2004), and of Iceland, Norway and Switzerland.

# Europe | Percentage On time J+3

Year 2002, 2003, 2004

UNEX™

Destination Country		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK
Austria	04		95.6	96.6	94.7	93.9	98.5	86.1	86.0	85.4	93.2	99.3	96.7	93.6	96.6	88.7	96.7	98.1	92.4
	03		95.6	97.5	95.3	91.1	98.7	80.6	75.9	85.4	91.0	97.4	96.6	95.3	96.1	80.7	96.7	98.3	93.2
	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
Belgium	04	93.7		95.6	95.3	95.3	96.9	86.3	89.7	88.2	92.0	97.0	96.9	95.3	95.2	90.1	96.5	96.0	94.9
	03	91.4		93.1	94.1	94.4	95.8	81.1	91.5	91.0	91.9	97.0	96.2	93.9	92.1	84.9	93.8	95.4	94.1
	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
Denmark	04	96.3	96.2		98.1	96.1	99.0	86.4	94.8	90.0	91.0	93.9	96.3	98.7	94.6	87.7	99.2	98.3	96.1
	03	93.0	95.7		98.0	93.1	98.7	84.2	96.8	94.9	91.3	96.7	96.9	98.4	94.2	86.5	99.3	96.6	92.3
	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
Finland	04	97.3	96.9	99.1		95.6	98.0	80.1	93.2	89.9	90.5	96.9	98.3	98.1	97.7	87.7	99.3	98.8	91.8
	03	93.6	97.4	98.6		94.3	98.3	82.2	95.4	93.0	88.5	94.3	98.3	98.4	96.1	83.7	98.8	99.0	95.2
	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
France	04	90.0	92.8	90.5	91.6		94.0	74.7	53.1	85.5	89.0	94.2	93.9	85.4	91.2	82.7	87.8	93.9	91.9
	03	93.3	95.4	96.5	92.8		95.5	81.9	77.0	90.3	89.7	94.9	95.6	90.6	93.7	85.4	93.3	94.9	92.7
	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
Germany	04	98.4	96.9	97.8	96.4	96.8		87.4	83.1	91.4	93.4	98.2	98.7	97.9	95.5	90.5	97.8	98.8	95.6
	03	97.9	98.1	98.6	96.6	96.2		84.7	84.6	94.8	93.0	98.8	98.5	97.3	95.7	87.3	96.9	98.5	95.0
	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
Greece	04	84.4	92.7	84.6	88.0	91.2	93.7		56.6	88.3	88.9	92.6	94.2	90.4	89.1	88.0	89.2	93.3	89.4
	03	90.0	94.3	94.8	88.7	93.0	95.0		80.2	89.6	91.6	94.6	93.7	93.5	94.2	87.4	94.3	93.4	89.6
	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
Iceland	04	90.6	77.1	99.5	91.8	92.3	90.2	65.4		80.1	82.0	83.3	96.5	99.1	79.1	77.6	99.4	90.8	89.2
	03	87.5	91.2	98.6	94.2	87.5	94.7	59.5		81.9	81.5	85.7	92.1	98.9	90.4	77.7	99.2	92.6	89.6
	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
Ireland	04	83.5	87.3	90.5	82.8	89.0	90.9	60.6	64.6		83.3	91.6	90.7	85.7	80.7	76.2	86.9	86.1	88.7
	03	82.4	93.2	93.8	82.1	91.5	93.9	47.6	63.9		84.2	91.4	91.7	83.4	77.8	71.3	89.7	74.2	93.9
	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
Italy	04	91.8	90.0	90.1	88.6	91.1	92.3	80.6	77.9	84.1		91.3	90.8	85.0	91.4	85.1	89.7	93.4	88.4
	03	93.8	93.9	93.6	91.0	93.1	95.5	81.3	84.2	88.5		92.8	94.2	91.9	93.6	84.3	92.7	95.2	90.5
	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
Luxembourg	04	96.9	97.9	94.6	95.3	97.3	98.8	84.6	85.4	88.3	93.3		98.3	93.9	94.5	88.8	96.7	98.5	94.8
	03	95.8	98.4	96.4	95.0	96.7	99.1	81.8	80.1	88.5	91.5		98.5	92.5	94.4	85.1	93.9	97.2	94.2
	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
Netherlands	04	95.9	97.2	98.2	96.1	94.7	98.7	87.3	90.8	93.7	93.0	96.7		97.9	95.7	90.2	97.4	97.1	96.6
	03	92.9	97.0	96.3	97.1	93.1	97.4	76.4	83.3	95.0	92.2	95.6		94.9	95.1	88.2	95.8	98.2	95.2
	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
Norway	04	94.5	94.8	97.9	97.9	94.4	96.5	87.0	96.8	90.6	86.7	92.2	97.0		90.9	86.0	98.9	98.6	94.8
	03	93.6	94.9	99.1	96.4	94.6	98.2	77.2	97.8	92.8	88.5	86.7	96.9		92.4	83.3	98.6	95.9	92.7
	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
Portugal	04	88.3	94.8	97.9	86.6	96.8	97.6	56.0	81.9	87.9	90.7	97.9	96.8	86.4		92.3	95.6	97.6	92.2
	03	89.8	97.7	97.2	89.5	96.2	97.8	63.6	73.1	91.4	92.5	98.3	97.7	87.4		89.2	92.5	97.7	93.0
	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
Spain	04	92.7	92.0	93.2	87.6	93.0	93.8	74.8	71.4	88.9	89.9	92.0	93.8	87.6	94.9		92.0	95.7	90.9
	03	91.9	93.1	92.5	86.5	90.0	93.3	71.9	72.4	86.3	85.6	93.4	92.9	86.3	93.9		90.7	93.7	88.2
	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
Sweden	04	97.4	96.1	99.1	98.9	95.2	97.6	82.7	96.9	92.2	91.6	95.8	98.2	98.4	94.0	90.8		98.7	95.2
	03	95.8	97.3	99.2	98.7	94.3	97.2	86.7	97.1	93.5	90.5	99.0	98.1	98.3	95.0	86.1		98.6	94.1
	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
Switzerland	04	98.0	95.6	98.0	97.5	96.0	98.4	86.7	90.7	91.5	92.5	95.7	97.2	93.7	97.8	90.6	96.3		95.1
	03	96.3	96.9	96.7	97.2	95.1	98.6	85.6	89.7	94.8	93.6	98.1	97.7	95.1	96.3	86.9	98.0		94.5
	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
United Kingdom	04	89.7	92.2	92.3	90.5	89.8	92.3	72.5	82.4	87.5	86.3	90.0	89.5	91.8	91.5	84.3	91.1	92.3	
	03	88.4	93.6	93.6	90.5	88.7	92.9	69.0	88.1	91.7	86.2	91.9	84.8	91.8	89.8	80.2	92.1	92.1	
	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	

# Europe | Average Delivery Days

Year 2004

UNEX™

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

# Europe | Percentage On time J+5

Year 2004

UNEX™

Destination Country		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK
Origin Country																			
Austria		99.7	99.7	99.3	97.8	99.9	97.5	99.1	95.3	98.8	100.0	99.7	99.5	99.3	98.0	99.6	99.5	98.9	
Belgium	99.3		99.4	99.7	99.1	99.6	97.0	98.2	95.9	98.3	99.6	99.7	99.2	98.5	98.2	99.0	99.0	98.6	
Denmark	99.7	99.3		99.6	99.0	100.0	97.2	98.8	95.8	98.9	98.8	99.3	99.9	99.4	96.8	99.9	99.5	99.0	
Finland	99.1	99.5	99.6		99.2	99.6	97.2	98.5	98.4	99.4	99.8	100.0	99.5	100.0	98.9	99.9	99.7	99.1	
France	97.3	98.3	97.1	98.1		98.5	94.9	84.6	95.5	97.3	98.4	98.6	96.9	97.6	95.5	97.4	98.1	98.0	
Germany	99.7	99.2	99.5	99.2	99.4		97.8	95.1	97.6	98.8	99.6	99.6	99.5	98.7	97.8	99.6	99.6	98.9	
Greece	97.8	98.9	98.9	98.9	99.1	99.4		93.2	97.4	97.9	98.9	99.5	99.3	98.5	97.4	98.9	98.9	98.4	
Iceland	99.5	94.7	100.0	98.9	98.8	99.7	95.0		96.5	98.2	99.1	100.0	99.9	98.6	95.9	99.7	100.0	97.4	
Ireland	92.9	93.9	95.3	95.4	96.3	96.1	89.6	94.6		95.2	96.4	96.3	97.6	94.5	94.8	96.1	96.5	96.4	
Italy	98.3	97.7	97.4	98.1	98.2	98.7	95.9	96.1	95.1		98.8	98.5	98.0	99.1	96.1	98.4	98.6	97.3	
Luxembourg	99.4	99.5	98.9	99.5	99.7	99.7	97.2	98.4	96.7	98.8		99.8	99.7	99.1	98.4	99.5	100.0	99.4	
Netherlands	98.3	99.4	99.4	98.2	98.5	99.8	96.6	95.8	97.1	98.1	98.4		99.6	98.0	97.6	99.3	98.7	99.3	
Norway	97.6	99.3	99.5	99.5	98.5	99.3	97.7	99.5	96.3	98.5	99.3	99.8		99.8	97.1	99.9	100.0	99.1	
Portugal	98.9	99.2	99.8	98.6	99.4	99.8	92.4	98.8	96.3	98.4	99.3	99.0	98.9		98.2	99.3	99.3	97.9	
Spain	98.3	98.3	98.6	97.7	98.9	99.4	95.6	95.9	96.5	97.7	98.4	99.3	98.2	99.0		99.0	99.0	98.3	
Sweden	99.1	99.4	99.8	99.9	99.2	99.6	97.2	99.6	97.7	97.8	99.8	99.7	99.9	99.1	98.2		99.7	99.3	
Switzerland	99.7	99.0	100.0	99.3	99.1	99.7	96.7	98.3	96.1	98.3	98.2	99.3	99.0	99.2	98.2	99.2		98.9	
United Kingdom	95.3	97.9	97.7	98.0	97.8	97.9	94.0	93.1	94.4	97.1	96.8	97.0	98.1	97.4	96.7	97.5	98.0		

RESEARCH INTERNATIONAL

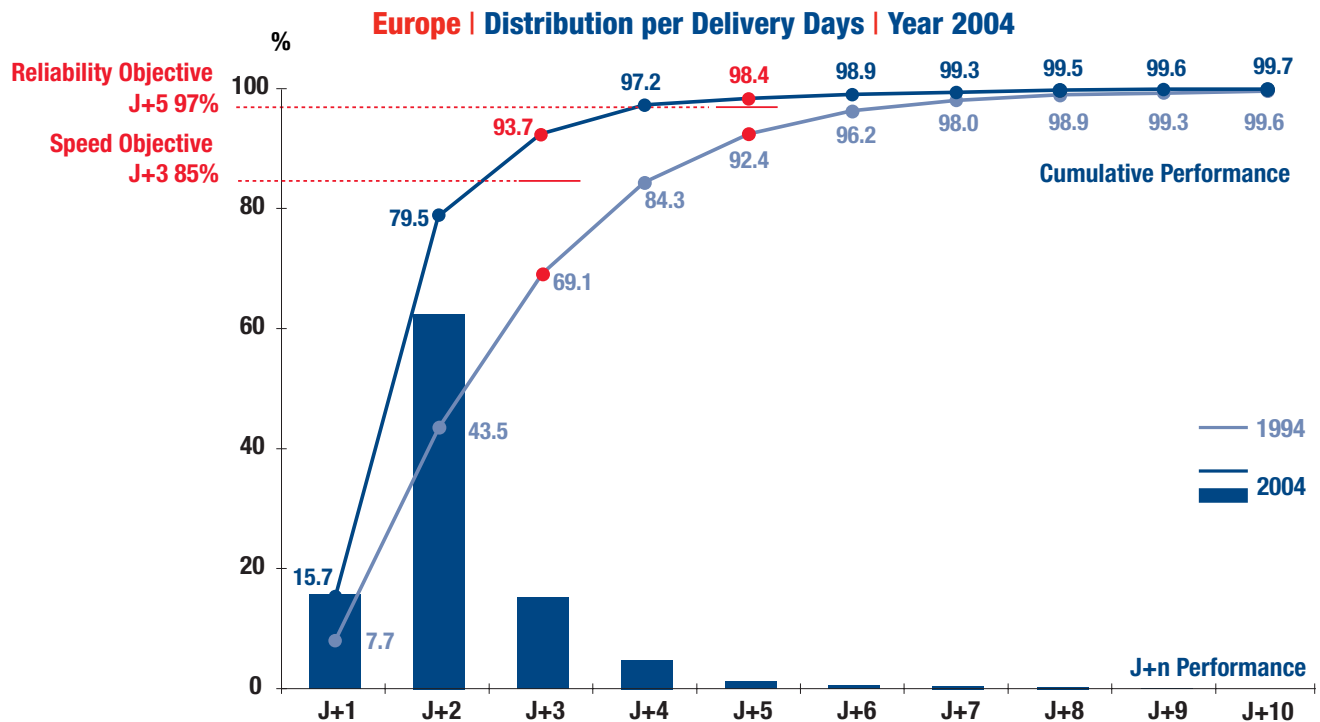
International Post Corporation

Europe includes members of EU (excluding the Member States that joined in May 2004), 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 were set by the European Union's Postal Directive in 1997 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 2004, about one million test letters of representative types and sizes were sent into 306 country-to-country mail streams, covering both urban and rural areas in Europe, and into 400 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), i.e. the speed indicator, within five days (J+5), i.e. 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 ISO9001:2000-certified company.

## The UNEX Statistical Design

The 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.