

## PRESS RELEASE

### **Record Postal Quality of Service in Europe** *Improving the Quality of International Mail - UNEX Results 2008*

**Brussels – March 25, 2009** Letter mail service quality in Europe reached a record high level in 2008. It is far above both the European Union's speed objective of 85 percent of intra-EU mail delivery within three days, and its reliability objective of 97 percent within five days.

In 2008, 94.6 percent of international priority/1st class letter mail was delivered within three days after posting (J+3) and 98.8 percent within five days (J+5) for a total of 34 countries compared to 29 in 2007. Average delivery time was 2.1 days. These results cover the 27 EU Member States together with Iceland, Norway and Switzerland, as well as Bosnia-Herzegovina (part of territory), Croatia, the Former Yugoslav Republic Of Macedonia (F.Y.R.O.M.) and Turkey (the posts of these four countries having joined in January 2008 along with Bulgarian Posts plc).

Commenting on the results, Herbert-Michael Zapf, president and chief executive officer, IPC, said: "This is a very satisfying continuation of the upward trend of letter mail service performance. One of the key results is that the posts delivered almost twice as many letters in two days as they did in 1994, when Europe-wide measurement began. In addition, the reliability objective of 97% in five days was already exceeded in only four days when a level of 98.6% was reached by the postal operators measured since the start of UNEX. This is the highest level of performance so far recorded by the IPC UNEX measurement system."

Quality of service performance is measured by IPC's UNEX end-to-end monitoring system which is conducted independently by an external research firm. 2008 results were based on about 350,000 test letters, as they move anonymously through the international mail processing system, from posting to delivery.

**Note to Editors: About International Post Corporation**

The International Post Corporation, (IPC) is the cooperative association of 24 member postal operators in Europe, North America, and the Asia-Pacific region. Over the past 20 years, IPC has collaborated with its members to upgrade quality of mail service by developing technology systems that bring transparency to the mail processing system and delivery chain. It also manages the system for incentive-based payments between postal operators, and creates business intelligence for its members, by providing a range of platforms for member CEOs and senior management to exchange best practices, discuss strategy, and engage in industry research.

IPC's members are: An Post in Ireland, Australia Post, Canada Post, Correos y Telégrafos SA in Spain, CTT Correios de Portugal SA, Cyprus Post, De Post/La Poste in Belgium, Deutsche Post AG in Germany, Itella Corporation in Finland, Hellenic Post ELTA in Greece, Magyar Posta in Hungary, Iceland Post, Groupe La Poste in France, New Zealand Post, Norway Post, Österreichische Post AG in Austria, Post Danmark in Denmark, Poste Italiane SpA in Italy, Posten AB in Sweden, Postes et Télécommunications in Luxembourg, Royal Mail Group in the United Kingdom, Swiss Post, TNT NV in the Netherlands, and the United States Postal Service.

In 2008, the UNEX quality of service measurement included the IPC members in Europe as well as "JP BH Pošta" d.o.o. Sarajevo in Bosnia-Herzegovina, Bulgarian Posts plc, Hrvatska pošta in Croatia, Česká Pošta in Czech Republic, Eesti Post in Estonia, Makedonska Posta – Skopje in the Former Yugoslav Republic of Macedonia, Latvijas Pasts in Latvia, Lietuvos Paštas in Lithuania, MaltaPost plc in Malta, Poczta Polska in Poland, Posta Româna in Romania,

Slovenská Pošta in Slovak Republic, Pošta Slovenije in Slovenia and the General Directorate of PTT in Turkey.

Visit IPC's website at [www.ipc.be](http://www.ipc.be)

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