

Postal service quality in Europe exceeds EU objectives for 13th consecutive year

IPC releases UNEX 2010 results on service quality of international mail

Brussels, 25 March 2011— Quality of letter mail service in Europe continues to far exceed both the European Union's speed objective of 85% of intra-EU mail delivery within three days of posting, and its reliability objective of 97% within five days. Performance recorded by the IPC UNEX measurement system in 2010 exceeded these objectives for the 13th consecutive year.

In 2010, 91.7% of international priority and first class letter mail was delivered within three days of posting and 97.6% within five days. Average delivery time was 2.3 days. These results cover a total of 34 countries: the 27 EU Member States together with Croatia, the Former Yugoslav Republic of Macedonia, Iceland, Norway, Switzerland, Turkey and parts of Bosnia-Herzegovina¹.

Commenting on the results, Herbert-Michael Zapf, President and Chief Executive officer, IPC, said: "2010 was the 13th year in succession that the end-to-end performance for priority letter mail in Europe exceeded both the speed and reliability objectives, demonstrating the determination of the postal operators to maintain high quality services for customers."

Quality of service performance is measured by IPC's UNEX end-to-end monitoring system which is conducted independently by an external research firm. The results for 2010 were based on 325,000 test letters containing Radio Frequency Identification (RFID) tags. The passage of a test letter at a specific point in the mail pipeline is recorded by RFID readers. The test letters move anonymously through the international mail processing system, from posting to delivery.

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The International Post Corporation

The International Post Corporation is a cooperative association of 24 member postal operators in the Asia-Pacific region, Europe and North America. Over the past two decades IPC has collaborated with its members to upgrade the 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 CEOs and senior management to exchange best practices, discuss strategy and engage in industry research. IPC represents the majority of the world's mail, with its members delivering about 80% of global postal volumes.

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¹ In 2010 UNEX measurement included IPC members in Europe: An Post in Ireland, Correos y Telégrafos SA in Spain, CTT Correios de Portugal SA, Cyprus Post, bpost in Belgium, Deutsche Post DHL in Germany, Itella Corporation in Finland, Hellenic Post ELTA in Greece, Magyar Posta in Hungary, Iceland Post, Groupe La Poste in France, Posten Norge in Norway, 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 and TNT NV in the Netherlands. Other posts measured were 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.