

External Quality of Service Monitoring Improving the Quality of International Mail

2009 Results

UNEX™

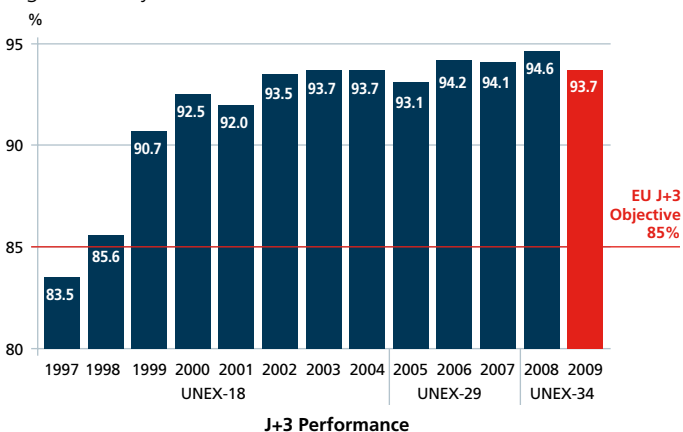
Letter Delivery Performance Exceeds Objectives

In 2009, European letter mail service performance exceeded the European Union (EU) objectives for the twelfth successive year. The IPC UNEX measurement system showed that 93.7% of letters were delivered within three days and 98.5% within five days. This comfortably exceeds the objectives set in the EU Postal Directives of 85% in three days, and 97% in five days.

Stable High Level Performance

The chart below shows the trend over the years since 1997 when the European Union objectives for letter mail service were set. Each bar represents the average proportion of international priority mail that was delivered to its final addressee within three days of posting (J+3).

The number of countries included in the IPC UNEX system was 18 in 1997, 29 from 2005, and 34 from 2008. The overall average can be affected by factors such as national as well as postal industrial action in a specific country, and this was the case in 2009, causing a drop in the average of almost one percent compared to 2008. The underlying performance, excluding these factors, was at the highest level yet.

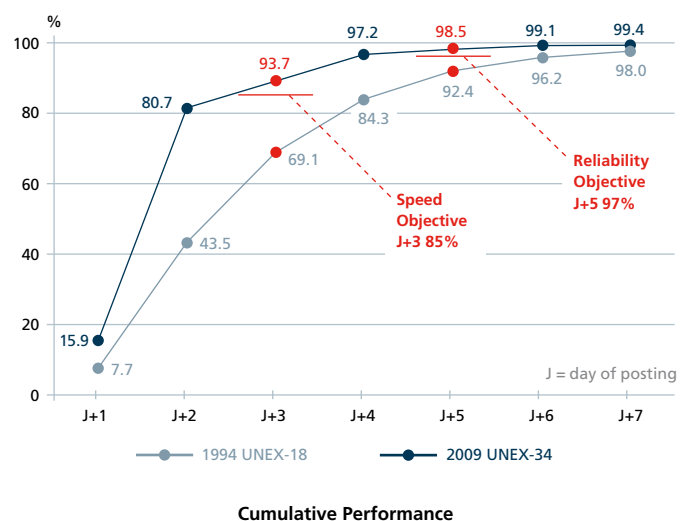


The UNEX-18 category includes the 15 EU countries before the May 2004 enlargement, together with Iceland, Norway and Switzerland. In 2005, the UNEX monitoring was extended to 29 countries with the addition of Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia (called UNEX-29 above). Since 2008, UNEX has been covering all 27 EU countries together with Iceland, Norway and Switzerland as well as Bosnia-Herzegovina (part), Croatia, the Former Yugoslav Republic of Macedonia and Turkey (UNEX-34).

The measurement is end-to-end, from posting to delivery to the final addressee, including the time for collection, sorting and transportation.

Cumulative Performance

The chart below shows a comparison of aggregated 1994 and 2009 results for the group of countries measured in these years. For 2009, the average performance of the full group of 34 countries reached 93.7% of European cross-border first class/priority letter mail delivered within three days of posting, J+3 the speed indicator, and 98.5% within five days, J+5 the service reliability indicator, where 'J' is the day of posting. Both indicators exceed the objectives set in the EU Postal Directives of 85% in three days, and 97% in five days.



The results for the UNEX group of 29 countries are 94.5% J+3 and 98.9% J+5. For the group of 18 countries that have been monitored by UNEX since 1994, the results are 95.4% J+3 and 99.1% J+5.

In 2009, the average delivery time for the 34 countries was 2.2 days, an improvement of half of a day since 1998, and of one day since 1994, when the UNEX measurement started, while extending the coverage at the same time.

Commitment to Excellence

The continuous high level of performance shown by the 2009 results demonstrates the commitment of the postal services in Europe to service excellence for their customers.

2009 Results

UNEX™

Performance Level Across Europe

Performance objectives were set by the 1997 European Union Directive on Postal Services (97/67/EC Directive) for 85% of mail to be delivered in three days, J+3 the speed indicator, and for 97% to be delivered in five days, J+5 the reliability indicator. The table below shows the performance on average for the group of 18 countries that have been monitored continuously since 1994, for the extended group to 29 countries and for the 34 countries covered in 2009:

	UNEX-18 *	UNEX-29 **	UNEX-34 ***
J+3, speed indicator	95.4%	94.5%	93.7%
J+5, reliability indicator	99.1%	98.9%	98.5%

Performance Consistency Across Europe

The EU objectives are to be met on a country-to-country basis. The table below shows the proportion of country-to-country flows meeting each EU objective:

	UNEX-18 *	UNEX-29 **	UNEX-34 ***
85% J+3, speed indicator objective	95%	69%	59%
97% J+5, reliability indicator objective	94%	74%	66%
Total number of country-to-country flows	306	799	953

* UNEX-18: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

** UNEX-29: UNEX-18 and Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia.

*** UNEX-34: UNEX-29 and Bosnia-Herzegovina (part, "JP BH Pošta" d.o.o. Sarajevo), Bulgaria, Croatia, the Former Yugoslav Republic of Macedonia and Turkey.

Radio Frequency Identification (RFID) Technology

Each test letter contains a Radio Frequency Identification (RFID) device, so that as the test letter moves through the mail pipeline, the time of its arrival at specific points can be recorded automatically by radio receivers located in postal facilities. These radio receivers are linked to a global RFID Network run by the International Post Corporation. In a fully anonymous manner, they help to identify any delays which may occur along the postal process, from origin country to destination country.



Currently this network serves 54 countries throughout the world, covering 360 sites with more than 1,500 radio receivers. This RFID technology, with continuous technical enhancements, has been in use for postal quality of service measurement for over ten years.

Independence of Results

The validity and independence of the statistics are guaranteed by the UNEX external measurement contractor, TNS Research International Ltd (London, United Kingdom). The UNEX quality management system at TNS Research International received the ISO 9001:2008 certification in November 2009. The certification is renewed twice a year through audits.

UNEX Statistical Design in Europe

The UNEX measurement is carried out continuously over the year and covers both urban and rural areas in Europe. The UNEX system uses test letters to sample the performance of the end-to-end cross-border mail flows, i.e. from posting in the origin country to delivery in the destination country. The test letters are posted and received by people selected by TNS Research International, on the basis of specified criteria.

The characteristics of the test letters and of the panel are specified to ensure that they are representative of the real mail stream with respect to weights and sizes (C6-20g, C5-50g, C4-100g), posting methods (mail box, post office, pick-up), payment methods (stamp, meter, PP), addressing (machine-typed, hand-written) and geographical location of posting and receipt of mail in each country.

In 2009, about 330,000 test letters representative of real mail, were sent in 953 country-to-country mail streams, covering both urban and rural areas in 34 European countries.

UNEX Measurement System

The design is broadly in compliance with the current CEN standard *EN13850 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single piece priority and first class mail* which specifies the methodology for monitoring of quality of service in the European Union. Conformance to this standard is mandatory for the 27 posts in the European Union.

Europe Percentage On Time in J+3 and in J+5 & Average Delivery Days

2009 Results

Origin Country	Destination Country (ISO alpha-2 code)																																		
	AT	BE	BA	BG	HR	CY	CZ	DK	EE	FI	FR	MK	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	TR	GB	
Austria (AT)	J+3	94.1	83.2	93.6	84.5	68.8	96.8	98.1	90.6	95.6	97.1	36.4	98.9	92.6	97.8	93.2	91.8	95.3	93.2	92.0	98.5	92.3	96.7	94.9	93.0	95.9	89.0	98.9	98.2	89.0	98.7	98.8	48.8	88.5	
	J+5	98.8	95.2	98.6	97.7	94.4	99.6	100.0	99.2	99.3	99.8	64.5	99.7	98.6	100.0	98.4	99.7	99.5	98.8	99.2	100.0	99.2	99.4	99.7	99.6	100.0	95.7	100.0	100.0	98.1	100.0	99.7	78.8	96.6	
	Days	2.1	2.8	2.2	2.6	3.2	2.0	1.9	2.5	2.1	2.1	5.3	2.0	2.2	2.0	2.2	2.3	2.3	2.1	2.3	2.3	1.9	2.5	2.0	2.1	2.2	2.1	2.5	1.9	2.0	2.4	1.9	1.9	4.2	2.5
Belgium (BE)	J+3	97.3																																	
	J+5	99.2																																	
	Days	2.0																																	
Bosnia & Herzegovina (BA)	J+3	14.9									10.5		13.0																						
	J+5	46.3									30.7		54.5																						
	Days	6.2									7.1		5.7																						
Bulgaria (BG)	J+3	91.4	66.7																																
	J+5	100.0	97.8																																
	Days	2.4	3.2																																
Croatia (HR)	J+3	92.5	65.9																																
	J+5	100.0	93.2																																
	Days	2.3	3.3																																
Cyprus (CY)	J+3	87.7	88.8																																
	J+5	97.1	95.7																																
	Days	2.6	2.6																																
Czech Republic (CZ)	J+3	98.6	95.0																																
	J+5	99.3	99.6																																
	Days	2.1	2.2																																
Denmark (DK)	J+3	97.8	95.0																																
	J+5	99.3	100.0																																
	Days	2.0	2.1																																
Estonia (EE)	J+3	94.5	92.3																																
	J+5	98.2	100.0																																
	Days	2.5	2.7																																
Finland (FI)	J+3	97.4	97.6																																
	J+5	99.6	100.0																																
	Days	2.0	2.0																																
France (FR)	J+3	96.1	96.1	54.8	70.8	72.5	63.9	92.5	95.2	77.2	92.9	14.0	96.4	89.1	94.1	84.1	94.2	94.3	84.4	72.2	96.1	79.0	96.5	93.2	88.6	94.5	82.1	93.2	90.7	88.6	93.9	95.1	30.7	92.0	
	J+5	99.0	99.3	88.7	93.8	96.1	89.9	99.4	98.8	96.6	97.8	52.3	99.3	98.4	98.1	97.8	98.1	98.9	97.7	95.2	99.8	96.0	98.7	98.0	98.4	99.0	95.6	99.0	98.2	97.3	98.9	98.6	71.9	98.3	
	Days	2.1	2.0	3.8	3.1	3.0	3.4	2.3	2.1	3.0	2.3	6.1	2.0	2.4	2.2	2.6	2.2	2.2	2.2	2.6	3.1	2.1	2.7	2.1	2.3	2.4	2.1	2.7	2.2	2.3	2.4	2.2	2.1	5.0	2.3

	AT	BE	BA ¹	BG	HR	CY	CZ	DK	EE	FI	FR	MK	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	TR	GB
Portugal (PT)	J+3	88.0	96.1	62.3	55.6	61.4	92.2	94.4	76.1	91.4	95.9		98.0	72.5	85.0	81.8	96.4	95.5	79.2	83.3	96.0	76.8	94.9	93.8	74.0		70.4	79.5	82.0	91.8	96.1	97.6	88.6	
	J+5	99.3	99.2	92.5	91.1	89.8	99.2	98.9	95.7	99.3	99.4		99.4	94.3	99.3	97.5	99.4	97.9	97.9	100.0	100.0	96.4	96.4	98.7	99.6	97.3		94.8	97.7	98.0	98.8	98.9	100.0	96.0
	Days	2.6	2.2	3.8	3.5	3.6	2.3	2.2	3.1	2.6	2.1		2.0	3.3	2.6	2.8	2.1	2.2	2.8	2.9	2.2	3.1	2.1	2.3	3.0	3.0	3.2	3.0	2.9	2.2	2.1	2.0	2.5	2.5
Romania (RO)	J+3	92.7	89.1	77.6	45.8	65.1	87.6	85.0	42.2	68.4	80.4		88.2	59.6	85.8	7.8	69.2	73.9	37.7	38.3	83.4	1.6	91.7	77.2	78.8	82.3		86.5	68.2	76.4	88.2	76.4	51.1	
	J+5	98.1	98.3	93.9	87.5	93.1	96.1	95.9	93.2	96.9	96.2		98.2	88.1	96.2	30.9	92.7	94.6	95.5	89.5	98.7	28.9	98.8	95.4	96.4	96.2		96.8	95.7	92.4	97.6	96.9	80.5	
	Days	2.2	2.4	3.0	3.9	3.4	2.5	2.5	3.9	3.1	2.8		2.4	3.7	2.6	7.9	3.2	3.1	3.9	4.1	3.0	7.3	2.3	3.0	2.8	2.7		2.6	3.3	2.9	2.5	3.0	4.0	4.0
Slovak Republic (SK)	J+3	96.0	81.5	69.4	72.3	38.8	98.4	95.4	49.1	77.7	88.6		94.4	45.7	94.1	57.0	80.7	90.1	72.6	90.9	97.0	39.7	92.2	80.8	84.7	73.2	71.7		78.4	68.8	96.1	96.2	56.7	
	J+5	99.5	99.3	100.0	97.9	89.8	99.8	100.0	95.3	99.3	97.2		98.9	85.0	98.4	98.6	97.9	100.0	96.2	97.3	100.0	87.9	99.3	99.2	97.5	98.1	92.9		99.4	94.7	100.0	100.0	83.3	
	Days	2.2	2.8	3.1	3.1	3.9	2.0	2.4	3.6	3.0	2.7		2.4	4.1	2.4	3.5	3.0	2.6	3.1	2.6	2.6	4.0	2.6	2.9	2.8	3.1	3.2	3.0	2.8	3.2	2.5	2.4	4.0	4.0
Slovenia (SI)	J+3	96.4	88.8	85.8	86.3	90.9	22.0	91.2	95.4	74.0	94.6	91.4	33.7	90.7	74.0	97.8	75.0	86.3	91.0	82.3	82.7	90.0	26.1	96.0	69.7	84.5	90.1	77.8	98.3		82.6	87.8	94.5	58.7
	J+5	99.3	98.9	97.5	97.9	99.0	73.6	100.0	99.2	97.1	98.9	98.4	68.4	98.3	96.7	99.3	94.8	98.5	98.5	97.9	100.0	100.0	92.4	99.2	97.8	97.1	97.3	92.9	100.0		93.0	98.9	99.2	86.5
	Days	2.1	2.3	2.6	2.6	2.4	4.8	2.4	2.1	3.1	2.4	2.3	5.2	2.2	3.1	2.0	3.3	3.0	2.5	3.1	3.0	2.5	4.1	2.2	3.2	2.6	2.7	3.0	2.0	3.1	2.4	2.1	3.8	3.8
Spain (ES)	J+3	96.0	93.9	74.2	49.2	58.2	84.3	93.4	89.8	90.9	93.4		92.5	78.8	87.5	55.0	91.4	91.2	80.7	78.4	90.7	75.8	91.3	82.3	74.8	94.6	81.8	88.9	62.2		94.8	94.5	85.2	
	J+5	98.9	99.3	97.8	83.5	92.8	97.7	98.8	100.0	96.7	99.2		98.7	98.8	98.5	91.3	98.1	98.8	96.3	95.5	98.0	96.4	98.1	98.0	96.9	98.3	96.3	97.4	86.9		99.6	99.1	95.1	
	Days	2.1	2.3	3.1	4.0	3.4	2.4	2.1	2.7	2.5	2.2		2.2	2.7	2.6	3.7	2.4	2.3	2.9	2.9	2.4	3.2	2.4	2.7	3.0	2.2	2.7	2.6	3.6	2.1	2.2	2.1	2.6	2.6
Sweden (SE)	J+3	97.8	94.9	87.2	58.6	60.1	98.6	98.7	97.4	98.7	95.1		98.7	84.6	97.4	97.2	97.0	94.1	99.2	92.9	96.8	83.1	97.2	98.4	91.7	94.3	79.9	97.7	81.0	90.2		96.9	89.2	
	J+5	100.0	99.2	100.0	98.6	92.6	100.0	99.8	99.3	99.9	99.0		99.9	98.0	99.3	98.9	99.7	98.6	100.0	100.0	99.6	98.0	100.0	99.9	99.3	100.0	94.3	99.3	97.1	98.2		99.2	97.4	
	Days	2.0	2.2	2.7	3.4	3.4	2.0	1.9	2.0	1.9	2.2		2.0	2.6	2.1	2.1	2.1	2.3	1.9	2.3	2.1	3.0	2.1	2.0	2.3	2.2	2.2	2.9	2.1	2.9	2.4	2.0	2.4	2.4
Switzerland (CH)	J+3	98.2	97.5	49.2	69.2	81.0	59.4	96.1	99.6	51.1	98.4	97.8	15.6	98.9	94.7	96.9	95.8	96.0	96.7	65.1	40.6	99.7	70.6	98.7	98.3	94.1	98.2	72.6	99.1	92.3	93.5	99.4	39.6	91.4
	J+5	100.0	99.3	91.1	98.1	95.2	91.7	100.0	99.6	95.7	100.0	99.8	47.9	99.8	99.2	99.2	99.6	98.4	99.4	95.3	87.5	100.0	98.0	100.0	100.0	100.0	99.3	94.8	100.0	97.9	98.5	100.0	76.6	97.6
	Days	1.9	2.0	3.7	3.0	3.1	3.5	2.2	1.9	3.7	2.0	1.9	6.5	1.9	2.1	2.0	2.1	2.1	2.0	3.0	3.7	1.9	3.2	1.9	2.0	2.2	2.0	3.1	2.1	2.3	2.2	1.9	4.3	2.4
Turkey (TR)	J+3	75.2	63.9						35.4			20.5					11.3					61.7									32.4		16.4	
	J+5	94.3	94.8						82.3			69.8					42.9					95.7									81.4		60.7	
	Days	3.1	3.2						4.3			5.0					6.0					3.3								4.3		5.4		
United Kingdom (GB)	J+3	92.5	95.2	20.5	61.7	37.2	56.9	89.3	93.8	71.2	89.9	91.8	7.4	95.0	85.9	93.2	92.8	96.5	90.0	72.2	69.2	93.4	86.6	95.2	93.3	82.1	94.2	73.9	87.3	66.4	88.3	96.9	96.0	37.5
	J+5	97.3	99.5	60.7	93.6	72.1	90.5	98.1	98.0	93.6	98.1	98.8	36.8	99.3	96.7	98.9	98.9	99.3	97.3	96.6	96.8	99.6	98.5	99.1	98.2	97.5	98.7	92.7	95.6	93.5	97.7	99.0	99.2	72.9
	Days	2.3	2.1	5.2	3.6	5.0	3.5	2.5	2.1	3.2	2.4	2.2	7.2	2.1	2.6	2.2	2.2	2.0	2.4	3.1	3.2	2.2	2.6	2.1	2.3	2.6	2.2	3.0	2.7	3.2	2.4	2.1	2.1	4.6

¹Bosnia & Herzegovina (BA): the postal operator monitored in UNEX is "JP BH Pošta" d.o.o. Sarajevo. There are two other public posts operating in this country, but in areas other than the one covered in UNEX.

²F.Y.R.O.M. stands for Former Yugoslav Republic of Macedonia.

IPC publishes the UNEX end-to-end results for international European priority letter mail annually

Key performance indicators: the three indicators presented in this brochure are the percentage of test 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. J (Jour, for Day) is the day of posting and so, for example, J+3 expresses the number of days before final delivery to the addressee during which time collection, sorting, national and international transport, and delivery take place.

Method of calculation: based on the posting date for a 5-day business week; that is to exclude Saturdays and Sundays, and to exclude national and regional postal holidays in the destination country. In 2009, the following countries had Saturday mail delivery: Bosnia Herzegovina (partly), Bulgaria (partly), Denmark, France, F.Y.R.O.M., Germany, Italy, Latvia, Lithuania, Malta, The Netherlands, Norway, Switzerland, Turkey and the United Kingdom.

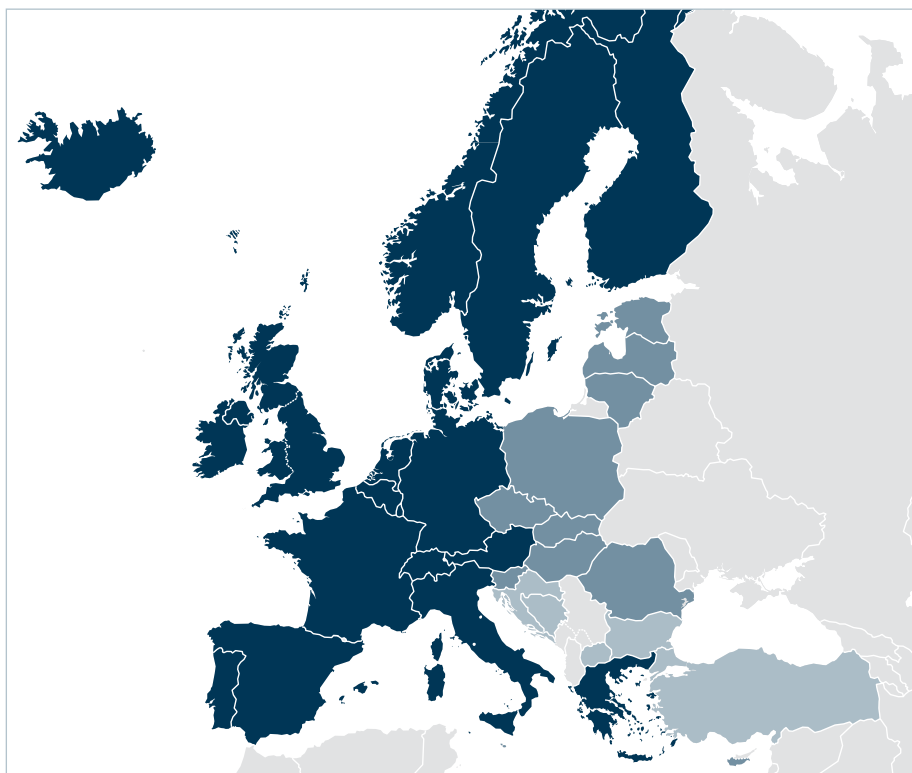
Statistical design: the UNEX measurement is carried out continuously over the year and covers both urban and rural areas in Europe. Yearly results are based on test items posted in that year. It mirrors the patterns and the characteristics of real international letter mail such as methods of posting (mail box, post office, pick-up), methods of franking (stamp, meter, PP), weight (20g, 50g, 100g), size (C6, C5, C4), and addressing (machine-typed, hand-written). The statistical accuracy of 57 percent of the country-to-country results ranges between 1% and 5%, within a 95 percent level of confidence, while 43 percent reach an accuracy above 5%, mainly on small volume mail flows.

UNEX in Europe

1994 initial 18 countries: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

2005 extension to 29 countries, adding Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia.

2008 extension to 34 countries, adding Bosnia-Herzegovina (note that the map does not indicate that only the area managed by "JP BH Pošta" d.o.o. Sarajevo is covered in UNEX), Bulgaria, Croatia, the Former Yugoslav Republic of Macedonia and Turkey.



The International Post Corporation SC (IPC) is a cooperative association of 24 postal operators with the following mission statement: Members recognise IPC as the natural partner and industry organisation for improving service quality, promoting cooperation and interoperability and for providing informed analysis on postal and adjacent markets. IPC members are: Australia Post, Österreichische Post AG (Austria), De Post/La Poste (Belgium), Canada Post, Cyprus Post, Post Danmark, Itella Corporation (Finland), Groupe La Poste (France), Deutsche Post DHL (Germany), Hellenic Post ELTA (Greece), Magyar Posta (Hungary), Iceland Post, An Post (Ireland), Poste Italiane S.p.A. (Italy), Postes et Télécommunications (Luxembourg), TNT NV (The Netherlands), New Zealand Post, Norway Post, CTT Correios de Portugal SA, Correos y Telégrafos (Spain), Posten AB (Sweden), Swiss Post, Royal Mail Group plc (United Kingdom), and the United States Postal Service.

In 2009, the UNEX Monitoring System in Europe covered IPC European members together with Česká Pošta (Czech Republic), Eesti Post (Estonia), Latvijas Pasts (Latvia), Lietuvos Paštas (Lithuania), MaltaPost plc (Malta), Poczta Polska (Poland), Posta Româna (Romania), Slovenská Pošta (Slovak Republic), Pošta Slovenije (Slovenia), and the postal operators who joined in January 2008, "JP BH Pošta" d.o.o. Sarajevo (part of Bosnia-Herzegovina), Bulgarian Posts plc (Bulgaria), Hrvatska pošta (Croatia), Makedonska Posta – Skopje (Former Yugoslav Republic of Macedonia) and the General Directorate of PTT of Turkey.

Published by the International Post Corporation, March 2010.

More information on the UNEX Quality of Service Monitoring System can be obtained at unex@ipc.be.

www.ipc.be
Avenue du Bourget 44
1130 Brussels
Belgium
Tel +32 (0)2 724 72 11
Fax +32 (0)2 726 04 25