

External Quality of Service Monitoring

International **Post**
Corporation

Improving the Quality of International Mail

Year Results

1 9 9 6

Improving Delivery Times

Delivery times of international mail within Europe continue to improve significantly. In 1996, 83.2 per cent of international mail reached its final destination within three days of posting. This represents an increase of 5.6 percentage points compared to 1995 and 14.1 points compared to 1994. As a result of postal operators efforts in upgrading their service standards, 1996 is the first year that the overall quality of service has exceeded the target of 80% set by the European Commission.

IPC members (1) have initiated a process designed to create an integrated European postal system, which delivers continuous performance improvements.

To enhance existing quality of service efforts, the postal operators have implemented the Uni-post External Monitoring System (UNEX) to measure the delivery performance provided to their customers from the time of posting to receipt by the customer.

The UNEX system provides essential data upon which to base continuous improvements of service levels. The aim is to improve the quality of service to customers by pinpointing problem areas and bottlenecks in the international postal system, and thereby to achieve shorter and more consistent delivery times. The validity of the statistics is guaranteed by Price Waterhouse, the appointed independent project contractor.

The results from the UNEX study in Europe are published twice a year and provide summaries of two key performance indicators:

- The percentage of mail items delivered within the agreed standard
- The average number of delivery days taken to deliver mail

In 1996, more than 1.1 million test letters of a large number of types and sizes were added to 351 country-to-country mail streams, 809 regional routes and 281 city-to-city routes. These routes cover major cities, suburbs and rural areas.

(1): Austria, Belgium, Canada, Cyprus, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom, United States.



Europe: Percentage On Time within J+3 Standard

Years 1994, 1995, 1996

	AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK	
Austria	96		85.5	93.7	70.4	80.4	93.9	26.9	73.9	47.2	30.0	90.4	93.1	84.6	63.6	62.5	81.4	92.7	84.2
	95		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	94		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Belgium	96	87.9		93.6	88.4	90.2	93.3	40.7	80.2	76.6	31.2	97.5	94.3	60.6	82.6	84.0	85.6	85.3	91.1
	95	-		90.0	73.3	83.2	91.3	37.7	77.2	71.1	24.5	96.7	94.1	84.8	83.7	75.3	72.7	91.4	93.6
	94	-		89.7	74.5	86.7	89.5	35.0	66.1	52.5	20.3	96.2	91.9	74.1	71.0	45.9	86.7	-	92.0
Denmark	96	95.0	89.9		96.5	88.7	94.1	41.8	94.5	80.9	17.5	93.8	97.8	96.7	78.4	73.8	98.0	97.3	88.3
	95	-	91.8		95.9	80.4	96.4	41.7	95.2	79.9	15.9	96.7	94.3	96.9	72.2	65.8	97.9	94.5	95.5
	94	-	87.3		96.9	82.5	96.1	41.7	95.3	75.2	28.3	94.7	94.9	97.4	58.8	40.9	98.9	-	83.3
Finland	96	86.5	87.6	93.3		77.9	86.9	27.1	81.9	56.7	16.5	82.8	91.4	92.1	55.8	54.5	94.4	92.1	87.2
	95	-	87.4	93.7		70.3	87.7	32.9	83.6	57.9	12.3	84.9	89.6	94.6	72.0	51.0	94.0	87.9	89.0
	94	-	70.1	94.7		63.9	88.5	16.8	77.6	28.9	7.4	77.1	86.8	92.8	38.7	20.5	96.0	-	90.2
France	96	83.7	90.1	92.3	83.3		91.5	29.6	60.3	71.0	42.2	91.8	91.9	88.6	85.5	82.6	84.9	91.7	88.2
	95	-	87.4	85.7	70.8		85.1	30.0	59.8	73.2	28.9	88.8	85.8	82.3	84.4	71.2	78.4	85.1	87.3
	94	-	86.9	84.8	60.6		86.5	17.3	55.9	47.5	20.0	79.9	82.7	70.8	68.7	43.0	75.0	-	89.0
Germany	96	90.7	91.6	95.3	93.3	87.7		37.9	78.8	74.3	39.8	96.5	94.5	88.8	82.9	78.5	89.2	95.0	89.6
	95	-	93.3	92.0	91.2	79.9		41.6	76.3	73.2	17.3	93.7	94.2	86.6	86.1	73.6	91.3	92.7	91.6
	94	-	91.9	94.5	91.1	86.5		41.1	80.0	67.4	25.8	95.7	94.3	87.0	75.6	51.9	92.7	-	88.4
Greece	96	49.9	54.8	51.1	48.1	47.8	46.9		23.3	33.7	14.5	53.7	56.2	49.8	36.8	38.8	40.0	58.2	56.8
	95	-	33.7	47.1	28.2	29.9	31.4		17.8	12.3	2.7	44.5	47.1	32.2	19.8	25.2	31.2	50.3	46.2
	94	-	23.7	47.6	24.5	22.5	33.0		14.0	6.8	3.2	35.1	38.0	40.4	12.3	7.0	48.9	-	47.4
Iceland	96	73.3	72.3	96.7	88.6	77.2	90.1	26.1		46.4	3.3	95.6	86.4	94.6	52.8	45.8	92.5	85.6	84.3
	95	-	70.7	97.9	88.3	64.9	88.3	22.3		55.7	1.3	92.1	88.4	96.7	61.4	56.8	94.4	77.8	87.2
	94	-	68.0	97.3	84.3	45.5	91.0	20.5		46.4	1.0	93.4	85.4	96.6	38.0	18.5	97.1	-	80.2
Ireland	96	69.5	80.8	87.2	76.1	81.3	84.9	18.7	67.9		17.0	81.3	91.2	68.8	56.8	62.0	71.7	84.1	89.4
	95	-	89.8	93.5	77.0	84.3	91.8	31.3	76.6		11.9	89.6	92.3	81.6	78.9	63.3	85.0	90.8	90.7
	94	-	67.8	90.3	63.2	70.1	79.1	21.6	56.4		7.8	76.2	77.2	70.8	50.6	26.5	78.8	-	90.0
Italy	96	69.6	66.8	73.0	56.2	65.8	61.1	25.0	48.4	41.2		64.1	69.9	69.4	57.8	55.0	59.3	71.1	66.3
	95	-	50.2	56.9	36.1	46.2	40.8	19.6	29.5	23.6		47.8	48.0	38.3	42.8	33.0	38.5	49.1	54.8
	94	-	35.9	53.3	31.3	38.9	36.1	12.8	27.3	18.1		50.6	41.5	35.4	33.9	13.9	42.7	-	52.7
Luxembourg	96	80.0	97.3	93.8	92.1	96.1	97.0	41.5	93.0	77.8	29.1		97.2	95.6	83.8	80.1	92.2	96.7	90.5
	95	-	96.6	93.4	94.1	88.9	95.9	46.9	93.8	77.6	14.8		96.5	91.7	89.6	71.6	87.8	94.5	91.4
	94	-	98.1	87.9	83.5	94.8	95.6	33.7	84.8	57.7	14.9		91.8	88.8	68.4	41.8	89.4	-	93.5
Netherlands	96	91.9	95.6	96.0	96.3	87.9	94.9	43.6	78.1	78.4	38.2	94.9		95.2	82.5	82.3	89.7	94.7	90.8
	95	-	95.2	96.6	94.6	85.1	93.1	43.0	84.5	84.0	32.9	96.5		96.4	87.6	74.3	93.1	93.6	94.9
	94	-	91.1	96.0	89.2	83.2	93.1	39.0	82.9	69.8	23.0	92.9		93.2	69.7	41.7	84.4	-	94.1
Norway	96	87.1	88.8	97.2	95.6	87.8	91.4	32.1	94.6	71.7	32.8	91.6	96.3		71.2	67.8	96.2	96.1	91.9
	95	-	88.7	96.9	96.5	77.2	91.2	43.7	93.5	74.6	29.2	85.0	95.2		82.0	62.3	96.9	94.6	94.0
	94	-	80.0	97.3	95.9	71.0	84.3	34.5	94.7	66.6	23.9	89.9	90.1		58.8	42.6	97.9	-	92.1
Portugal	96	68.9	72.8	76.5	55.5	80.3	72.8	20.9	28.6	33.8	12.8	71.0	78.3	62.2		74.7	53.9	80.9	72.9
	95	-	75.1	77.7	63.6	71.2	60.7	23.9	33.9	36.4	6.4	77.4	75.9	67.3		64.7	50.8	75.0	75.9
	94	-	56.1	74.8	55.8	62.7	55.6	16.9	24.1	25.8	12.5	69.9	70.5	65.5		38.3	54.6	-	77.3
Spain	96	71.3	84.0	86.1	73.9	82.2	78.8	34.5	41.8	61.5	25.2	78.7	87.5	78.8	83.6		76.2	89.4	63.9
	95	-	81.4	84.1	66.6	70.2	63.2	31.7	45.6	57.0	8.0	68.5	83.0	67.7	84.8		74.0	82.4	52.2
	94	-	50.6	71.5	37.8	51.6	44.6	14.7	24.5	30.9	5.1	49.8	63.9	41.4	57.1		45.1	-	30.6
Sweden	96	85.9	86.1	96.6	96.6	85.3	86.5	31.7	88.3	65.6	19.0	81.5	94.2	96.5	70.6	69.1		90.9	90.5
	95	-	86.0	97.7	96.4	76.7	89.0	34.5	92.7	64.8	12.5	88.9	91.6	96.7	80.0	62.5		92.4	92.2
	94	-	76.2	97.4	95.5	67.7	87.9	31.7	90.7	40.9	8.8	83.1	92.0	96.2	68.4	44.4		-	91.8
Switzerland	96	94.5	90.8	95.1	93.4	92.6	96.8	37.6	91.3	72.9	28.5	98.1	96.8	95.5	88.7	85.9	88.3		94.8
	95	-	92.9	96.3	93.8	82.4	94.4	48.1	88.9	65.7	23.5	97.5	95.3	95.7	90.5	81.1	89.3		95.7
	94	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-
United Kingdom	96	80.1	87.1	92.7	90.7	85.5	88.0	35.6	79.6	86.2	33.3	87.0	91.1	89.9	78.4	74.6	84.9	90.5	
	95	-	91.4	94.1	92.3	81.4	85.0	40.0	78.3	89.2	25.7	89.6	92.8	90.3	84.7	71.9	89.0	90.8	
	94	-	89.4	93.5	88.4	80.9	80.8	34.9	73.4	86.2	22.5	87.2	85.5	88.6	69.3	49.4	90.2		





Europe: Average Delivery Days

Years 1994, 1995, 1996

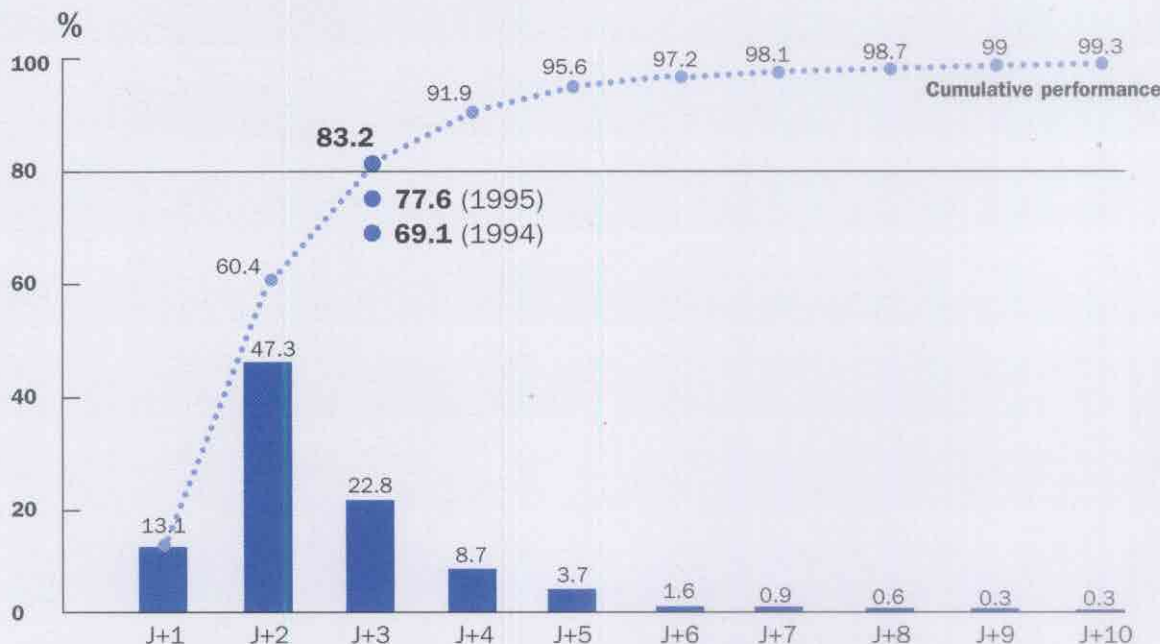
	AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK	
Austria	96		2.7	2.3	2.9	2.9	2.2	4.6	3.1	3.7	4.9	2.4	2.4	2.7	3.4	3.4	2.8	2.4	2.8
	95	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	94	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Belgium	96	2.4		2.2	2.4	2.4	2.2	4.4	2.7	2.9	5.3	1.5	2.1	3.8	2.7	2.6	2.5	2.5	2.3
	95	-		2.4	3.0	2.8	2.3	4.5	2.9	3.0	5.8	1.7	2.2	2.6	2.6	2.9	2.9	2.4	2.2
	94	-		2.4	3.0	2.5	2.4	4.3	3.3	3.7	5.1	1.8	2.3	3.0	3.1	3.8	2.5	-	2.3
Denmark	96	2.2	2.4		2.1	2.5	2.2	4.3	2.1	2.8	5.3	2.4	2.0	2.0	3.0	3.1	1.9	2.1	2.5
	95	-	2.4		2.1	3.0	2.1	4.2	2.1	2.7	6.5	2.2	2.2	2.1	3.1	3.3	2.0	2.2	2.2
	94	-	2.6		2.1	2.9	2.1	4.0	2.1	3.0	4.5	2.1	2.3	2.0	3.5	4.0	1.9	-	2.7
Finland	96	2.6	2.6	2.2		3.1	2.6	4.9	2.8	3.5	5.8	2.8	2.5	2.4	3.7	3.6	2.2	2.4	2.7
	95	-	2.7	2.2		3.5	2.6	4.5	2.7	3.5	6.8	2.7	2.5	2.3	3.1	3.8	2.2	2.6	2.6
	94	-	3.3	2.3		3.4	2.5	5.0	2.9	4.4	6.1	3.0	2.8	2.4	3.9	4.7	2.2	-	2.6
France	96	2.7	2.5	2.3	2.8		2.3	5.1	3.6	3.2	4.4	2.3	2.3	2.5	2.6	2.7	2.6	2.3	2.5
	95	-	2.6	2.6	3.3		2.7	4.9	3.7	3.2	4.9	2.4	2.7	2.8	2.7	3.3	3.0	2.8	2.6
	94	-	2.5	2.6	3.5		2.5	5.0	3.6	3.7	4.8	2.7	2.7	3.2	3.2	3.9	3.0	-	2.5
Germany	96	2.3	2.2	2.1	2.3	2.5		4.5	3.0	2.9	4.5	2.0	2.1	2.5	2.7	2.8	2.4	2.1	2.4
	95	-	2.2	2.3	2.4	3.0		4.3	3.0	2.9	5.6	2.1	2.1	2.5	2.5	3.0	2.3	2.2	2.3
	94	-	2.2	2.1	2.4	2.5		4.1	2.7	3.2	4.5	2.1	2.1	2.5	3.0	3.7	2.2	-	2.4
Greece	96	4.1	4.1	4.1	4.4	4.5	4.3		5.2	5.0	6.5	4.0	4.1	4.2	4.9	4.8	4.5	3.8	3.9
	95	-	4.6	4.0	4.7	5.1	4.7		5.1	5.8	8.2	4.1	4.1	4.6	5.1	5.0	4.5	4.0	4.2
	94	-	4.7	3.9	4.7	4.7	4.4		5.1	6.2	7.1	4.2	4.2	4.3	5.2	5.7	4.0	-	4.0
Iceland	96	2.9	3.2	2.0	2.7	3.1	2.4	5.3		3.8	6.5	2.1	2.5	2.2	3.7	3.9	2.3	2.8	2.7
	95	-	3.3	2.0	2.6	3.6	2.6	5.0		3.6	7.5	2.2	2.5	2.1	3.4	3.7	2.2	3.0	2.7
	94	-	3.3	2.0	2.8	3.8	2.6	4.9		3.8	7.3	2.2	2.8	2.1	4.0	4.6	2.1	-	2.9
Ireland	96	3.2	2.7	2.5	3.1	2.7	2.6	5.3	3.2		5.8	2.8	2.4	3.1	3.6	3.5	3.1	2.7	2.3
	95	-	2.5	2.2	3.0	2.9	2.4	4.5	2.8		6.7	2.4	2.3	2.9	2.9	3.5	2.6	2.5	2.4
	94	-	3.2	2.4	3.3	3.2	2.8	4.8	3.5		6.3	2.9	2.9	3.2	3.7	4.5	2.8	-	2.4
Italy	96	3.2	3.3	3.1	3.8	3.5	3.5	5.2	4.0	4.1		3.4	3.1	3.3	3.6	3.7	3.5	3.1	3.4
	95	-	4.1	3.7	4.5	4.5	4.4	5.9	5.0	5.0		4.1	4.1	4.4	4.3	4.8	4.2	3.9	3.9
	94	-	4.3	3.7	4.5	4.1	4.2	5.4	4.7	4.9		3.9	4.1	4.3	4.4	5.2	3.9	-	3.8
Luxembourg	96	2.8	1.9	2.2	2.4	2.0	2.0	4.4	2.2	2.9	5.5		2.0	2.1	2.7	2.8	2.4	2.0	2.4
	95	-	1.9	2.3	2.3	2.4	2.1	4.1	2.2	2.8	6.5		2.1	2.4	2.5	3.2	2.6	2.1	2.3
	94	-	1.8	2.4	2.9	2.2	2.0	4.3	2.7	3.5	5.3		2.6	2.5	3.3	4.0	2.6	-	2.2
Netherlands	96	2.3	2.1	2.1	2.2	2.6	2.1	4.5	2.8	2.9	4.4	2.2		2.2	2.7	2.7	2.4	2.2	2.3
	95	-	2.1	2.1	2.3	2.7	2.2	4.2	2.4	2.6	4.5	2.1		2.1	2.5	3.0	2.3	2.3	2.1
	94	-	2.3	2.1	2.6	2.7	2.2	4.1	2.7	3.1	4.8	2.3		2.3	3.2	4.0	2.8	-	2.2
Norway	96	2.5	2.5	2.0	2.2	2.6	2.3	4.6	2.2	3.1	4.5	2.3	2.1		3.2	3.2	2.1	2.2	2.4
	95	-	2.5	2.1	2.1	3.1	2.4	4.3	2.2	3.1	4.8	2.6	2.2		2.9	3.4	2.0	2.2	2.3
	94	-	2.9	2.0	2.1	3.1	2.7	4.5	2.2	3.3	4.7	2.4	2.4		3.5	3.9	2.0	-	2.3
Portugal	96	3.3	3.2	3.0	3.7	2.9	3.1	5.4	5.3	4.3	5.7	3.2	3.0	3.5		3.0	3.7	2.8	3.1
	95	-	3.1	3.0	3.3	3.3	3.4	5.0	4.4	4.3	6.8	2.9	3.0	3.2		3.3	3.7	3.0	2.9
	94	-	3.6	3.0	3.4	3.4	3.5	5.1	4.5	4.3	5.5	3.1	3.1	3.3		4.1	3.5	-	2.9
Spain	96	3.1	2.7	2.5	3.2	2.8	2.8	4.8	4.2	3.3	4.9	2.9	2.5	2.9	2.6		2.9	2.4	3.4
	95	-	2.9	2.6	3.3	3.4	3.4	4.7	4.5	3.5	7.1	3.3	2.7	3.2	2.6		3.0	2.7	3.7
	94	-	3.8	3.1	4.0	3.7	3.8	5.2	5.0	4.4	6.1	3.8	3.4	4.0	3.6		3.8	-	4.2
Sweden	96	2.7	2.6	2.0	2.1	2.7	2.6	4.7	2.4	3.3	5.9	2.9	2.3	2.1	3.2	3.2		2.4	2.4
	95	-	2.7	2.0	2.1	3.1	2.5	4.4	2.2	3.2	6.9	2.5	2.3	2.1	2.8	3.4		2.4	2.3
	94	-	3.1	2.0	2.2	3.3	2.5	4.4	2.4	4.0	5.6	2.7	2.5	2.1	3.2	3.9		-	2.4
Switzerland	96	2.2	2.4	2.1	2.4	2.3	2.0	4.3	2.4	3.0	5.2	1.9	2.1	2.1	2.5	2.5	2.5		2.1
	95	-	2.4	2.1	2.5	2.9	2.2	4.1	2.5	3.1	5.3	2.0	2.2	2.2	2.4	2.8	2.5		2.1
	94	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-
United Kingdom	96	2.7	2.5	2.2	2.3	2.6	2.4	4.5	2.8	2.4	4.7	2.5	2.3	2.4	2.9	3.0	2.6	2.3	
	95	-	2.4	2.2	2.4	2.9	2.6	4.3	2.9	2.3	5.4	2.5	2.3	2.4	2.7	3.1	2.5	2.4	
	94	-	2.5	2.2	2.5	2.8	2.8	4.3	3.0	2.5	4.8	2.5	2.6	2.5	3.1	3.7	2.4	-	



Europe: Distribution of Delivery Days



Year 1996



International Post Corporation

Quality of Service Performance International 1st Class Mail

Price Waterhouse



ISO 9002 Certification

Effective quality control is the key to successful mail measurement. Price Waterhouse applies quality control procedures throughout all activities in the system. As a result, the UNEX system received ISO 9002 quality certification in February 1995.

One Service Standard for International Mail Within Europe

The European IPC members have set a uniform service standard J+3 for first-class international mail within Europe. J (Jour, for Day) is the day of posting and +3 expresses the number of days required for delivery, allowing for collection, transportation and distribution to the receiver. The service objective within the European Union is to deliver within three days at least 80 per cent of international first-class mail. This uniform service standard takes into account the regulatory requirements proposed in the European Commission's Green Paper on Postal Services.

Price Waterhouse



In this report the results for 1994, 1995, and 1996 are presented. In our opinion the results give a statistically reliable view of the quality of service performance of International First Class letters in the country-to-country mail streams quoted, in accordance with the precision limits given at a 95% confidence level and the agreed annually design specifications for the measurement system.

The statistical design of the study is representative of the mail flows and characteristics specified by the Postal Operators as reflecting the real patterns and characteristics of the international mail measured on a continuous basis.

The results are prepared for the use of IPC Unipost and its members. Price Waterhouse accept no liability or responsibility to any third party in connection with use of these.

Bob Steele
Partner
Member of the Executive Board, Europe