

Improving the Quality of International Mail

Year Results

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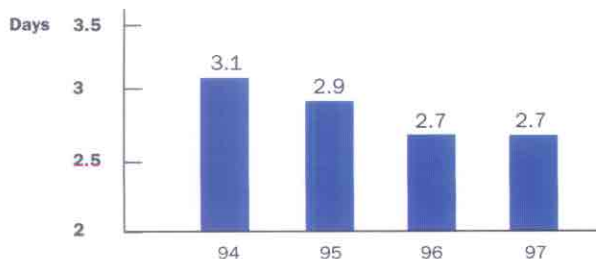
"Delivery On Target Again"

For the second year, delivery performance is above target. In 1997, 83.5 percent of cross-border first class mail in Europe reached its final destination within three days of posting and average delivery days have been reduced to 2.7 days. The result recorded has again exceeded the target of 80 percent recommended in 1994 by the European Commission. Since 1994 when the UNEX survey started, the performance has improved by 14.4 percentage points.

Quality initiatives undertaken for the benefit of consumers since 1994 in both international and domestic postal operations have paid off, and disparity in Quality of Service between countries has been decreasing.

The steady progression of performance in 1997 shows that Posts in Europe are determined to meet the new challenging targets that have been set for the future by the European Union's directive on postal services.

Average Days of Delivery



Delivery Performance



To enhance existing quality of service efforts, the postal operators, members of IPC (1), have implemented the Unipost 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 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 average number of delivery days taken to deliver mail, and the percentage of mail items delivered within the agreed standard.

(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 1995, 1996, 1997



Destination

O r i g i n	Destination	Destination																		
		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	GB	
Austria	97		92.8	92.7	77.9	87.9	93.7	41.1	65.6	54.4	26.7	83.9	93.5	82.1	77.8	59.0	89.7	95.2	90.8	
	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		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Belgium	97	90.3		93.2	91.0	91.3	92.2	43.1	86.7	85.0	38.6	97.5	96.0	88.7	89.4	81.5	93.9	94.2	93.1	
	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	
Denmark	97	93.1	94.4		96.4	91.4	93.9	52.1	93.3	83.8	30.8	98.0	96.2	96.9	81.1	78.7	98.3	97.7	95.3	
	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	
Finland	97	82.1	90.8	96.1		82.0	84.1	34.5	76.0	65.0	13.1	89.9	91.7	94.2	62.5	51.2	96.9	94.9	90.8	
	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	
France	97	87.5	95.9	93.8	86.9		93.7	44.3	69.4	82.8	46.7	95.2	95.3	93.6	88.9	84.3	93.8	95.0	93.6	
	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	
Germany	97	88.4	91.9	91.3	85.1	89.8		45.2	64.6	77.2	31.7	92.4	93.0	86.6	82.7	75.9	87.5	94.4	86.8	
	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	
Greece	97	56.9	64.0	58.1	40.2	59.3	59.5		33.3	33.3	16.2	55.9	61.6	50.1	43.8	34.8	49.4	62.4	63.8	
	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	
Iceland	97	75.2	80.0	97.6	83.9	68.3	75.5	23.8		44.4	12.4	97.1	86.3	95.3	38.6	32.8	96.3	82.7	90.8	
	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	
Ireland	97	59.2	89.1	87.1	68.7	84.7	79.4	26.3	46.8		15.7	80.9	90.4	71.2	55.3	58.1	78.6	83.9	90.3	
	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	
Italy	97	77.9	75.3	76.3	58.4	70.9	68.6	37.6	44.3	46.7		69.5	78.7	69.3	65.1	59.1	69.6	75.6	72.0	
	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	
Luxemburg	97	87.2	97.8	88.2	77.3	94.7	95.9	39.1	89.5	68.6	16.8		96.5	88.5	83.7	71.2	89.2	93.2	89.3	
	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	
Netherlands	97	93.0	95.9	96.1	93.6	91.8	93.6	57.3	78.7	87.9	42.7	95.1		95.1	88.8	84.0	96.2	93.6	92.1	
	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	
Norway	97	90.5	93.9	96.1	94.8	91.6	84.6	38.7	90.8	74.3	20.1	88.3	94.7		73.7	72.2	97.6	95.8	92.7	
	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	
Portugal	97	71.4	82.2	77.2	55.7	78.9	69.5	29.4	37.1	40.2	12.4	66.5	78.9	65.0		68.4	78.2	85.2	78.2	
	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	
Spain	97	70.7	89.6	87.6	75.8	83.3	79.1	35.6	38.3	64.2	19.2	77.7	88.7	78.0	85.1		83.4	89.0	75.7	
	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	
Sweden	97	91.1	95.3	97.2	96.6	91.8	87.8	47.2	91.7	79.4	29.0	94.3	95.5	96.2	77.6	80.2		95.7	94.7	
	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	
Switzerland	97	94.5	95.2	96.7	95.6	93.6	96.3	56.4	93.1	86.0	31.2	97.5	95.9	96.1	92.2	86.7	97.2		96.2	
	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	
United Kingdom	97	86.8	91.5	92.8	89.8	89.0	83.2	46.6	85.4	87.1	31.1	91.3	90.9	92.0	83.9	75.8	91.4	92.0		
	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		



Europe: Average Delivery Days

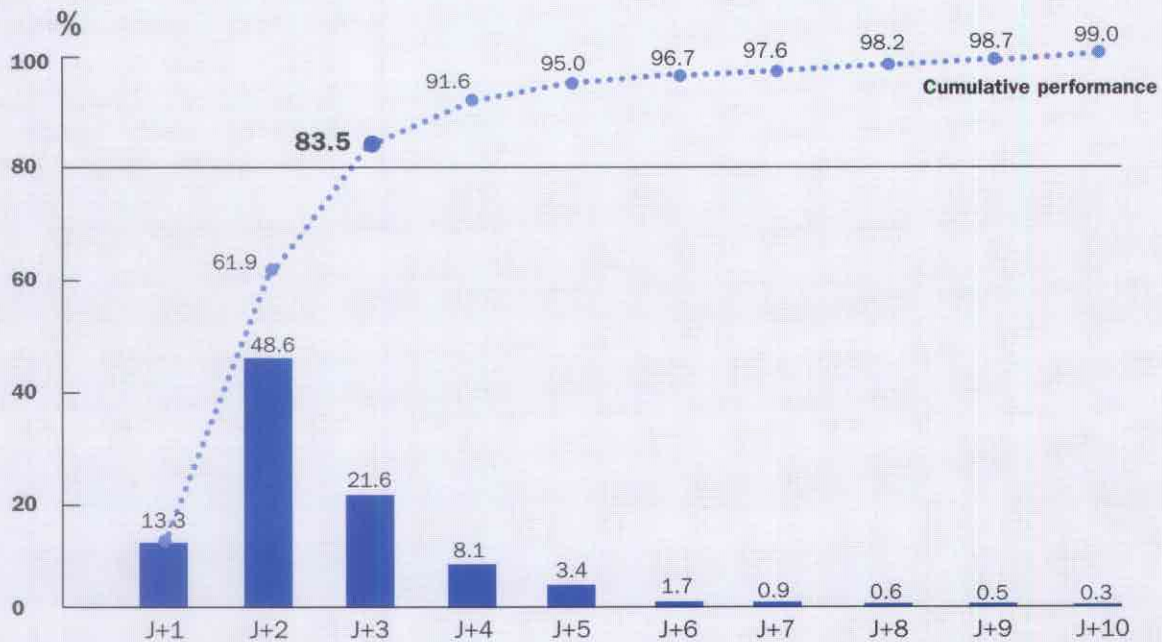
Years 1995, 1996, 1997

		Destination																		
		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK	
O r i g i n	Austria	97		2.3	2.3	3.0	2.5	2.2	4.5	3.4	3.5	6.2	2.7	2.2	2.7	3.0	3.4	2.5	2.2	2.5
		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		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Belgium		97	2.4		2.2	2.4	2.3	2.3	4.3	2.5	2.6	5.3	1.5	2.1	2.4	2.4	2.7	2.2	2.2	2.2
		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
Denmark		97	2.2	2.2		2.2	2.3	2.3	3.9	2.2	2.6	5.6	2.0	2.1	2.0	2.9	2.9	1.9	2.1	2.2
		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
Finland		97	2.7	2.6	2.2		2.9	2.7	4.8	3.0	3.3	6.9	2.5	2.5	2.3	3.5	3.6	2.1	2.3	2.6
		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
France		97	2.5	2.1	2.1	2.7		2.2	4.3	3.2	2.6	4.2	2.0	2.1	2.2	2.4	2.6	2.2	2.1	2.2
		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
Germany		97	2.4	2.3	2.3	2.7	2.3		4.2	3.5	2.9	5.3	2.2	2.2	2.5	2.7	2.9	2.5	2.2	2.5
		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
Greece		97	3.7	3.5	3.6	4.3	3.6	3.6		4.8	4.7	7.8	3.6	3.5	3.9	4.2	4.7	3.9	3.4	3.5
		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
Iceland		97	3.0	2.9	2.1	3.0	3.3	3.0	5.4		3.8	7.7	2.1	2.5	2.2	4.2	4.3	2.1	2.9	2.3
		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
Ireland		97	3.6	2.5	2.5	3.3	2.6	2.9	5.1	3.8		7.0	2.7	2.4	3.1	3.8	3.6	2.8	2.7	2.3
		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
Italy		97	3.0	3.1	3.2	3.7	3.3	3.4	4.9	4.3	4.4		3.5	2.9	3.4	3.5	3.7	3.3	3.1	3.3
		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
Luxemburg		97	2.5	2.0	2.4	3.1	2.1	2.1	4.7	2.4	3.2	6.9		2.1	2.5	2.6	3.5	2.5	2.2	2.4
		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
Netherlands		97	2.3	2.1	2.1	2.3	2.3	2.2	3.8	2.9	2.4	4.4	2.1		2.1	2.4	2.7	2.1	2.2	2.3
		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
Norway		97	2.5	2.3	2.1	2.3	2.3	2.6	4.5	2.4	2.9	5.8	2.4	2.1		3.0	3.0	1.9	2.2	2.3
		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
Portugal		97	3.0	2.7	2.8	3.8	2.8	3.2	5.4	4.3	4.1	7.1	3.3	2.8	3.4		3.2	3.0	2.5	2.9
		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
Spain		97	3.1	2.4	2.5	3.1	2.7	2.8	4.8	4.1	3.3	6.9	2.9	2.5	2.9	2.5		2.7	2.5	3.1
		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
Sweden		97	2.3	2.2	2.0	2.1	2.3	2.5	4.2	2.4	2.8	6.0	2.3	2.1	2.0	3.0	2.9		2.1	2.2
		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
Switzerland		97	2.2	2.1	2.1	2.3	2.2	2.0	3.8	2.4	2.6	5.3	2.0	2.0	2.1	2.3	2.5	2.0		2.0
		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
United Kingdom		97	2.5	2.3	2.2	2.5	2.4	2.6	4.2	2.6	2.5	5.6	2.3	2.3	2.3	2.6	3.0	2.3	2.3	
		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	

Europe: Distribution of Delivery Days



Year 1997



International Post Corporation

Quality of Service Performance International 1st Class Mail

Price Waterhouse



One Million Test Letters

In 1997, more than one million test letters of representative types and sizes were added to 351 country-to-country mail streams, 783 regional routes and 247 city-to-city routes. These routes cover major cities, suburbs and rural areas.

The UNEX system is ISO9002 quality certified.

One Service Standard for International Mail Within Europe

European IPC members have set a uniform service standard of 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. Currently, the service objective within the European Union is to deliver within three days at least 80 per cent of international first-class mail.

The new European Union's directive on postal services has set a service objective to deliver 85 per cent of first-class intra-Community mail within three days. The directive sets a further objective to deliver 97 per cent of first-class intra-Community mail within five days.

Price Waterhouse



This report presents the quality of service performances of International First Class letters in the country-to-country mail streams for the years 1994, 1995, 1996, and 1997, in accordance with the precision limits given at a 95% confidence level.

The statistical design of the study is representative of the real mail flows and real patterns and characteristics of the international mail on a continuous basis.

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

Bob Steele
Partner
Member of the Executive Board, Europe