

Improving the Quality of International Mail

Year Results

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UNEX

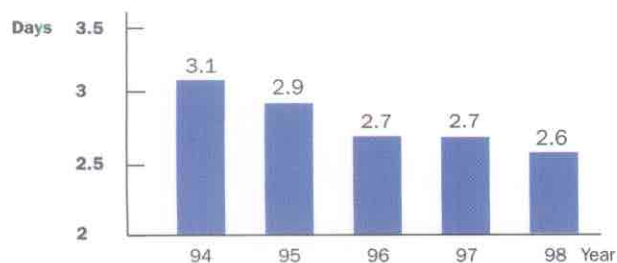
"European Posts Outperform New, Higher Target"

European Posts are performing on average above their challenging new target to deliver 85 per cent of first class, cross-border mail within three days of posting (J+3). UNEX results record that in 1998, 85.6 per cent of all first class intra-European letters reached their final destination within three days. The average delivery time for cross-border European letters reduced to 2.6 days, a gain of half a day in four years.

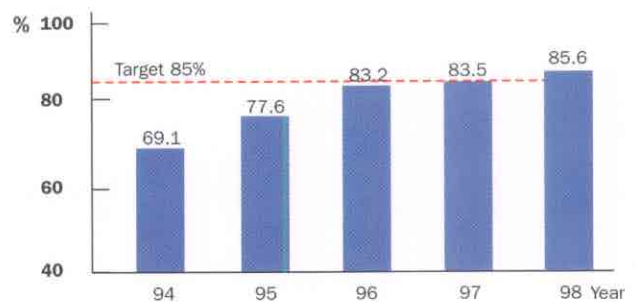
Since 1994, J+3 performance, the speed indicator, has improved by 16.5 percentage points, an improvement of 24%. In 1998, more than four fifths of international mail in Europe were delivered within three days, up from two thirds in 1994. In addition, progress was made on the reliability indicator J+5 : in 1998, only 3.6% of mail was delivered later than J+5, compared with 7.6% in 1994.

Quality initiatives undertaken for the benefit of customers since 1994 have paid off. The disparity between countries is decreasing. When you classify the 306 country-to-country links into three groups - links performing above the 85% target for J+3 delivery, those performing between 50% and 85%, and those failing to reach 50% - we note that 51% of all links performed at the highest level in 1998 (33% in 1994) while the proportion of links with the lowest performance reduced to 10% in 1998 (36% in 1994).

Average Delivery Days



Delivery Performance in J+3



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 the appointed independent project contractor.

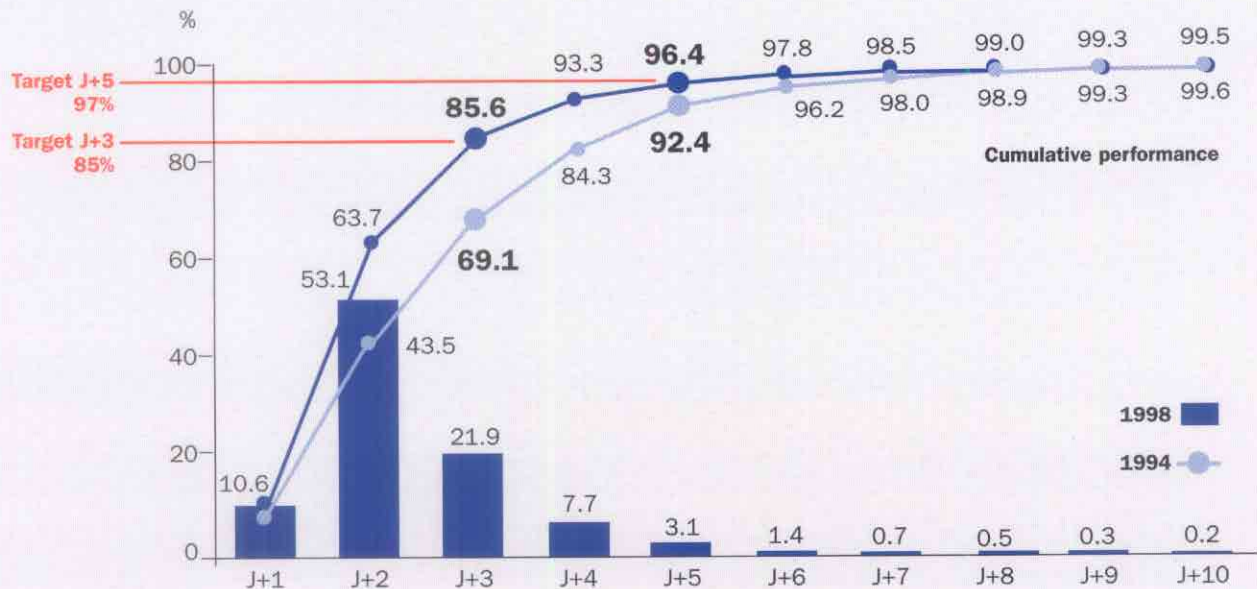
The results from the UNEX study in Europe are published twice a year and provide summaries of two key performance indicators: the average number of delivery days taken to deliver mail, and the percentage of mail items delivered within the agreed standard.

(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: Distribution of Delivery Days



Year 1998



International Post Corporation

Quality of Service Performance International 1st Class Mail

RESEARCH INTERNATIONAL

One Million Test Letters

During 1998, more than one million test letters of representative types and sizes have been added to 306 country-to-country mail streams, 617 regional routes covering urban rural areas, and 417 city-to-city links within and between North America and Europe.

The UNEX Contractor is ISO9001 quality certified.

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.

The current service objective for the European Union is to deliver at least 85 per cent of first class, intra-Community mail within three days (J+3), the speed indicator. A further objective is to deliver 97 per cent of first class, intra-Community mail within five days (J+5), the reliability indicator.

UNEX Statistical Design

The statistical design of the study is representative of real mail flows and real patterns and characteristics of international mail. The measurement is carried out on a continuous basis. The accuracy of the country-to-country quality of service results presented in this report ranges between 1 and 5 percent within a 95% level of confidence.

The UNEX system has been operated since January 1998 by a new contractor, Research International. Consequently, the set-up, fine-tuning and stabilisation of the study during the course of the year might impact full comparability of the results over previous years, at a country-to-country level.

Europe: Average Delivery Days

Years 1996, 1997, 1998

Destination

Origin

		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK
Austria	98		2.3	2.2	2.9	2.6	2.1	3.5	3.3	2.9	4.5	2.5	2.2	2.8	2.7	3.4	2.5	2.0	2.5
	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
Belgium	98	2.8		2.6	2.8	2.4	2.3	4.1	3.0	2.9	4.4	1.8	2.4	2.8	2.5	3.0	2.5	2.4	2.6
	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
Denmark	98	2.2	2.3		2.2	2.3	2.1	3.8	2.3	2.4	4.8	2.2	2.1	2.3	2.6	3.2	2.0	2.0	2.1
	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
Finland	98	2.4	2.6	2.2		2.6	2.4	4.3	3.3	3.2	5.2	2.6	2.4	2.4	3.3	3.8	2.0	2.2	2.4
	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
France	98	2.4	2.2	2.2	2.7		2.2	3.8	3.1	2.5	4.5	2.0	2.2	2.7	2.3	2.8	2.3	2.1	2.2
	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
Germany	98	2.3	2.2	2.2	2.4	2.3		3.6	3.0	2.5	4.3	2.1	2.2	2.6	2.3	3.2	2.3	2.0	2.3
	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
Greece	98	2.9	2.9	3.4	3.4	3.3	3.0		4.4	3.5	5.5	3.2	2.9	3.7	3.4	3.9	3.1	2.7	3.1
	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
Iceland	98	3.1	3.2	2.2	2.8	3.1	2.9	4.2		3.3	5.6	2.4	2.2	2.4	3.3	3.9	2.1	2.6	2.4
	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
Ireland	98	2.9	2.7	2.8	3.3	2.7	2.6	4.1	3.1		5.9	2.9	2.5	3.2	3.2	3.8	2.8	2.5	2.3
	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
Italy	98	3.1	3.1	3.0	3.6	3.3	3.1	4.1	4.7	3.8		3.7	3.3	4.0	3.1	3.8	3.0	2.8	3.5
	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
Luxemburg	98	2.2	2.1	2.3	2.8	2.2	2.0	3.8	2.6	2.7	4.8		2.2	2.8	2.4	3.1	2.6	2.1	2.3
	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
Netherlands	98	2.3	2.2	2.2	2.5	2.4	2.2	3.3	2.7	2.3	5.0	2.3		2.5	2.4	3.0	2.2	2.2	2.3
	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
Norway	98	2.9	2.8	2.4	2.6	2.8	2.8	4.3	2.8	3.2	6.7	3.0	2.5		3.0	3.9	2.2	2.6	2.6
	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
Portugal	98	2.9	2.8	2.6	3.4	2.6	2.6	4.4	4.3	3.7	5.5	3.0	2.6	3.4		3.2	2.9	2.3	2.8
	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
Spain	98	3.3	2.9	2.8	3.6	2.7	2.7	4.3	4.5	3.2	5.0	3.3	2.9	3.5	2.6		3.1	2.5	2.8
	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
Sweden	98	2.3	2.3	2.0	2.1	2.4	2.3	3.9	2.6	2.5	4.8	2.4	2.1	2.2	2.6	3.1		2.0	2.1
	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
Switzerland	98	2.1	2.2	2.0	2.2	2.1	2.1	3.2	2.5	2.6	4.6	2.2	2.1	2.6	2.2	2.8	2.0		2.1
	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
United Kingdom	98	2.4	2.3	2.3	2.4	2.3	2.4	3.7	2.6	2.3	4.3	2.4	2.3	2.6	2.5	3.2	2.2	2.2	
	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	

International Post Corporation

Europe includes members of EU, Iceland, Norway and Switzerland. The method of calculation is based on a five days business week - that is to exclude Saturdays and Sundays, and to exclude public holidays in the destination country. The following countries have Saturday mail delivery: Denmark, France, Germany, Italy, Netherlands, Norway, Switzerland and United Kingdom.

Europe: Percentage On Time within J+3 Standard

Years 1996, 1997, 1998



		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	98		91.2	95.7	81.5	86.6	94.9	53.8	67.2	75.2	47.3	88.9	96.4	80.6	88.5	62.8	91.9	98.1	90.7
		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
Belgium	98	80.2		83.8	83.1	90.0	92.4	41.9	78.6	80.0	49.0	94.1	89.7	79.8	86.6	74.6	87.1	90.0	84.6	
	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	
Denmark	98	94.6	93.3		97.5	92.9	96.0	50.7	90.9	88.6	41.1	92.7	95.7	94.4	89.3	71.7	98.4	97.0	96.1	
	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	
Finland	98	90.8	87.4	96.1		86.0	91.4	34.1	63.5	74.8	28.4	84.4	91.5	92.7	69.0	50.1	98.1	96.1	92.9	
	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	
France	98	90.2	94.0	93.4	86.2		95.3	47.7	74.6	87.2	45.8	93.5	95.3	85.7	91.3	78.6	92.6	96.0	93.3	
	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	
Germany	98	93.4	94.3	94.7	93.5	92.4		57.1	80.4	88.3	49.8	95.6	95.1	85.5	90.7	67.1	92.4	97.9	92.1	
	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	
Greece	98	74.1	77.9	66.4	68.5	68.4	75.6		36.5	59.2	30.2	69.8	79.6	57.1	68.0	54.5	74.3	82.5	73.0	
	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	
Iceland	98	73.6	71.3	94.2	85.3	73.4	79.4	35.6		70.2	20.5	92.2	93.8	90.6	65.9	50.9	96.3	88.0	90.2	
	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	
Ireland	98	78.1	84.2	84.9	62.4	82.8	86.3	37.8	75.1		25.8	79.7	89.3	66.1	73.2	50.6	81.9	90.8	92.3	
	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	
Italy	98	74.0	74.5	75.9	62.8	69.3	74.6	43.1	38.9	56.0		61.0	69.8	51.6	72.4	55.2	74.2	80.3	65.7	
	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	
Luxemburg	98	93.6	95.8	92.7	87.2	94.0	96.8	50.6	88.2	83.6	32.8		93.6	82.5	88.6	69.5	86.3	96.1	93.2	
	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	
Netherlands	98	93.6	93.8	94.1	92.0	91.6	94.1	62.7	83.3	92.7	38.1	92.7		89.9	89.6	75.0	95.5	94.6	92.5	
	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	
Norway	98	77.4	82.7	91.1	88.9	79.1	81.0	31.9	81.0	64.9	11.4	75.1	88.8		73.3	46.5	93.3	87.5	85.9	
	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	
Portugal	98	77.4	80.0	83.4	64.0	84.5	84.5	32.2	44.8	50.8	28.6	71.4	85.3	62.5		69.2	79.2	92.5	81.1	
	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	
Spain	98	63.2	74.4	81.7	59.0	82.6	82.7	34.9	30.1	67.8	36.8	65.1	76.5	56.6	83.9		71.8	86.6	79.8	
	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	
Sweden	98	94.8	93.2	98.5	98.4	91.1	94.2	44.6	88.3	90.3	42.0	91.9	96.8	96.3	87.0	70.7		97.9	95.9	
	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	
Switzerland	98	96.6	94.7	97.4	97.8	94.7	97.0	65.9	88.5	88.0	39.8	96.1	96.0	86.9	95.1	79.5	98.6		97.2	
	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	
United Kingdom	98	88.5	91.2	94.2	91.7	91.4	90.4	51.9	86.6	91.4	47.3	89.8	93.1	87.7	88.7	70.1	93.3	94.6		
	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		

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