

# External Quality of Service Monitoring Improving the Quality of International Mail

## 2007 Results

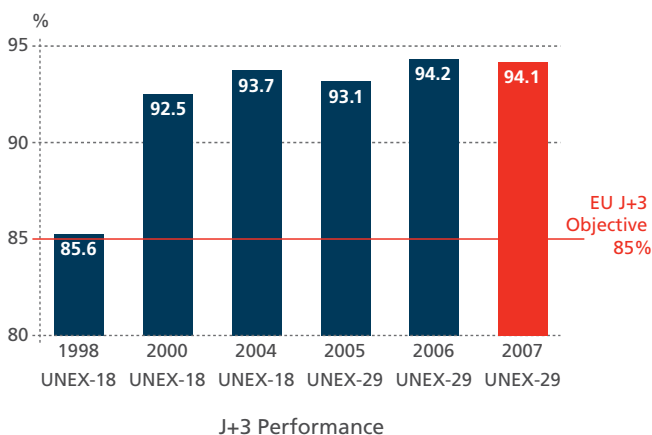
UNEX™

### Very High Performance for Letter Delivery

In 2007, European letter mail continued to have a very high service performance, with 94.1% delivered within three days, and 98.7% within five days, as recorded by the IPC UNEX Measurement System. This far exceeds the objectives set in the European Union (EU) Postal Directives of 85% in three days and 97% in five days. Within this very high service level, it is worth noting that the percentage of letters delivered within two days of posting was 82.3% for the 18 countries with continuous measurement since 1994, the highest level recorded. For these countries almost twice as much mail was delivered in two days compared to 1994.

### Stable Very High Performance

The chart below shows the trend over the years of the average proportion of international priority mail that was delivered to its final addressee within three days of posting (J+3), for the 18 countries that have been monitored since 1994 and for the 29 countries monitored since 2005.



The UNEX-29 category includes all European Union countries, except Bulgaria which will be monitored from 2008, together with Iceland, Norway and Switzerland. The UNEX-18 category includes the EU countries before the May 2004 enlargement, together with Iceland, Norway and Switzerland.

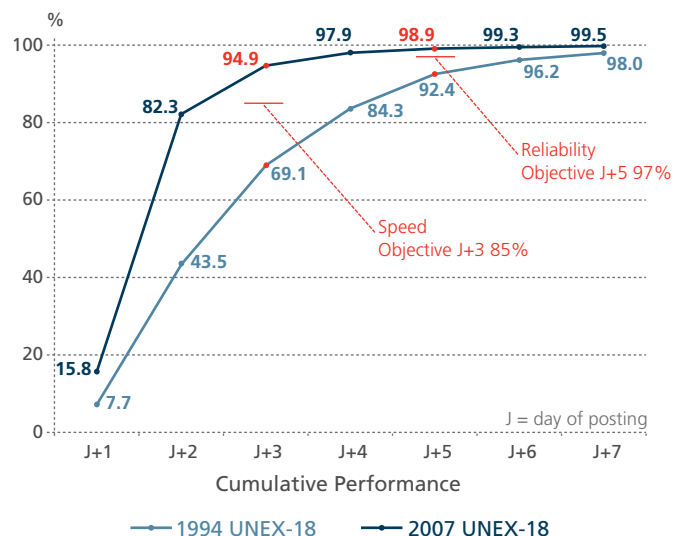
In 2007, the average delivery time in Europe was 2.2 days, an improvement of half of a day since 1998, and of one full day since 1994, when the UNEX measurement started.

The measured transit time 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 2007 results for the group of 18 countries that have been monitored by UNEX since 1994.

For 2007, the average performance reached 94.9% of European cross-border first class/priority letter mail delivered within three days of posting, J+3 the speed indicator, and 98.9% within five days, J+5 the service reliability indicator, where 'J' is the day of posting.



The results for the full UNEX group of 29 countries are 94.1% J+3 and 98.7% J+5.

### Commitment to Excellence

The very high level of performance shown again by the 2007 results demonstrates the commitment of the postal services in Europe to service excellence for their customers.

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

2007

UNEX™

Origin Country	Destination Country (ISO alpha-2 code)																														
	AT	BE	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB		
<b>Austria (AT)</b>	J+3	96.4	68.5	94.3	96.8	88.4	98.1	95.5	98.2	90.4	96.9	92.8	90.8	95.7	93.6	86.4	98.4	91.2	97.1	95.6	90.4	95.3	97.0	98.6	87.8	98.3	98.2	93.7			
	J+5	99.6	95.9	99.4	99.7	98.5	99.4	98.8	99.9	98.3	99.1	99.6	98.7	99.1	98.8	93.8	99.3	99.7	99.4	99.3	99.0	99.3	99.1	99.6	98.3	99.4	99.3	98.5			
	Days	2.1	3.1	2.2	2.1	2.5	2.1	2.1	1.9	2.3	2.0	2.3	2.4	2.1	2.1	2.6	2.0	2.5	2.0	2.1	2.3	2.1	2.1	2.1	2.0	2.4	1.9	2.0	2.2		
<b>Belgium (BE)</b>	J+3	97.1	30.4	94.6	96.2	86.6	96.3	96.2	97.7	90.7	96.9	90.5	93.7	93.6	92.1	77.9	97.9	40.0	98.0	95.8	91.2	95.8	94.8	94.4	92.3	97.4	98.1	91.1			
	J+5	99.5	88.5	99.5	99.7	98.6	98.6	99.4	99.9	98.6	99.3	99.3	99.1	99.0	99.4	93.9	99.8	94.2	98.8	99.3	98.6	99.1	98.6	98.6	98.4	99.0	99.0	96.8			
	Days	2.0	4.2	2.1	2.1	2.7	2.1	2.0	2.0	2.3	2.0	2.5	2.2	2.2	2.2	2.3	2.9	2.0	3.7	2.0	2.1	2.3	2.1	2.2	2.1	2.3	2.1	2.0	2.3		
<b>Cyprus (CY)</b>	J+3	92.1	75.9	73.3	79.9	73.3	78.4	74.0	88.9	88.2	88.2	88.2	63.2	78.5	78.5	78.5	78.5	55.3	68.9	60.4	74.3	78.7	70.7	86.2	79.7	80.6					
	J+5	100.0	96.8	95.9	96.0	97.9	97.3	90.9	98.7	98.0	98.0	97.2	96.6	96.6	96.6	96.6	96.6	94.4	93.4	90.6	93.4	96.3	94.7	98.7	96.7	95.6					
	Days	2.5	2.9	3.1	2.8	3.0	2.9	3.0	2.4	2.6	2.6	3.3	3.0	3.3	3.0	3.0	3.0	3.5	3.3	3.5	3.3	2.9	3.1	2.6	2.8	2.8					
<b>Czech Republic (CZ)</b>	J+3	95.5	94.9	63.4	93.8	95.2	91.8	89.3	97.0	81.4	96.0	77.8	95.1	92.8	96.1	85.3	94.9	82.9	94.6	92.4	91.6	77.1	85.8	96.9	94.6	83.5	92.6	96.1	68.6		
	J+5	99.1	99.4	96.7	98.8	98.0	98.4	97.8	99.7	97.5	99.4	97.0	98.7	98.7	100.0	94.1	100.0	96.8	99.7	99.7	98.1	96.0	98.6	99.8	100.0	96.4	100.0	100.0	96.0		
	Days	2.2	2.2	3.2	2.1	2.2	2.4	2.5	2.0	2.6	2.0	2.9	2.2	2.3	1.9	2.5	2.3	2.9	2.1	2.3	2.3	3.1	2.6	2.1	2.2	2.7	2.2	2.0	3.2		
<b>Denmark (DK)</b>	J+3	98.4	96.8	58.7	97.0	97.8	97.3	93.6	98.4	88.7	96.0	96.2	94.6	95.0	93.7	89.1	97.0	73.3	95.7	97.4	91.2	94.0	74.7	94.0	91.3	87.6	98.9	98.2	91.0		
	J+5	99.3	99.7	96.5	99.7	100.0	99.1	97.6	99.8	97.9	99.4	98.9	99.0	99.0	99.0	98.5	96.6	99.7	95.3	99.4	99.6	98.2	98.8	95.5	98.4	98.0	99.8	99.4	97.1		
	Days	1.9	2.1	3.5	2.0	2.0	2.0	2.2	1.9	2.4	2.0	2.1	2.1	2.2	2.2	2.4	2.1	3.3	2.1	2.0	2.3	2.3	3.1	2.2	2.4	2.5	1.8	2.0	2.3		
<b>Estonia (EE)</b>	J+3	98.5	96.9	97.2	96.7	98.5	89.5	95.1	78.9	89.6	41.5	80.0	78.5	98.2	90.5	92.2	92.2	78.4	95.7	89.7	81.7	93.0	72.9	75.9	96.9	88.2	55.0				
	J+5	100.0	98.4	100.0	99.7	99.7	100.0	98.4	96.5	97.0	94.3	100.0	95.4	99.3	97.8	97.8	100.0	98.6	99.3	96.6	96.7	100.0	97.9	98.3	99.7	96.1	86.8				
	Days	2.3	2.5	2.1	2.0	2.0	2.5	2.5	3.1	2.4	3.9	2.8	2.8	2.8	2.1	2.3	2.5	3.1	2.2	2.2	2.4	3.0	3.0	2.5	2.9	2.9	2.0	2.8	3.8		
<b>Finland (FI)</b>	J+3	98.2	95.7	55.9	89.8	97.2	97.8	97.1	98.5	84.8	96.0	91.8	92.9	93.1	97.8	89.9	93.9	79.1	97.4	97.4	90.1	94.2	91.4	76.8	85.6	98.2	97.6	93.3			
	J+5	99.1	99.1	91.7	98.4	99.4	99.4	99.4	99.6	97.7	99.4	99.0	98.9	98.3	99.6	95.1	99.0	100.0	100.0	99.8	98.4	99.7	99.3	100.0	97.5	100.0	99.1	97.6			
	Days	2.0	2.1	3.5	2.4	2.0	2.0	2.1	2.0	2.6	2.1	2.4	2.3	2.3	2.0	2.5	2.3	2.8	2.8	2.1	2.0	2.3	2.1	2.3	2.8	2.6	1.9	2.0	2.3		
<b>France (FR)</b>	J+3	96.3	96.6	67.3	92.4	91.8	72.8	93.0	96.6	88.2	91.5	81.9	92.0	93.0	67.0	51.3	96.5	78.6	97.1	94.9	88.7	94.3	79.7	90.6	91.9	89.9	96.0	96.3	93.3		
	J+5	98.7	99.4	96.0	98.5	98.8	95.4	98.1	99.3	97.8	97.4	96.8	98.4	98.4	97.9	94.4	79.8	99.6	96.5	98.9	98.7	98.6	99.4	97.5	98.2	98.8	98.4	99.1	98.7	98.2	
	Days	2.1	2.1	3.2	2.3	2.2	3.2	2.3	2.0	2.4	2.3	2.7	2.3	2.3	2.3	3.3	4.4	2.1	3.0	2.0	2.2	2.4	2.2	2.8	2.4	2.2	2.4	2.1	2.1	2.2	
<b>Germany (DE)</b>	J+3	99.0	98.1	38.2	97.4	96.8	65.4	95.7	98.3	85.1	96.6	87.2	95.4	94.6	81.0	76.2	97.9	92.7	98.7	96.6	96.6	97.4	57.2	91.0	93.8	90.8	98.5	98.2	92.9		
	J+5	99.8	99.4	86.2	99.3	99.1	96.0	99.4	99.8	98.5	99.5	97.6	99.3	98.9	96.3	93.5	99.6	98.4	99.7	99.0	98.5	99.7	92.2	99.2	99.2	98.7	97.2	99.7	99.7	98.8	
	Days	1.9	2.0	4.0	2.0	2.0	3.1	2.2	2.0	2.4	2.0	2.5	2.1	2.2	2.2	2.9	3.0	2.0	2.3	1.9	2.1	2.4	2.0	3.6	2.4	2.2	2.3	1.9	1.9	2.2	
<b>Greece (GR)</b>	J+3	90.8	92.1	82.1	90.2	85.6	86.4	85.9	92.6	96.1	87.5	72.4	90.1	89.8	79.6	73.2	90.4	83.6	91.5	80.3	76.0	85.6	76.9	80.5	71.2	86.7	90.3	96.2	85.7		
	J+5	99.1	98.6	94.2	98.0	97.9	94.9	98.5	98.9	99.7	99.7	96.9	98.4	98.3	98.0	92.9	97.2	98.5	98.5	96.8	96.8	92.5	97.1	93.1	96.1	90.4	96.9	99.0	99.2	96.3	
	Days	2.3	2.3	2.8	2.3	2.5	2.6	2.7	2.2	2.1	2.5	3.1	2.4	2.4	2.3	2.5	3.1	2.4	2.5	2.2	2.7	3.0	2.7	2.9	2.9	3.4	2.4	2.3	2.1	2.8	
<b>Hungary (HU)</b>	J+3	99.1	95.9	51.0	95.6	96.5	96.5	92.5	93.3	97.5	81.8	83.3	86.7	96.5	89.8	72.2	93.4	81.8	98.1	90.1	92.5	93.1	84.3	95.7	94.3	91.8	97.6	95.6	89.7		
	J+5	99.4	99.4	91.3	99.3	100.0	100.0	99.1	99.7	99.7	95.7	96.5	97.5	99.4	98.3	90.7	97.9	95.5	99.7	97.6	99.7	99.1	97.7	98.8	99.6	97.9	99.7	99.7	97.5		
	Days	1.9	2.1	4.0	2.1	2.0	2.1	2.5	2.2	2.0	2.9	2.7	2.7	2.7	2.1	2.4	3.1	2.2	2.8	2.0	2.5	2.4	2.3	2.7	2.1	2.0	2.3	2.1	2.1	2.4	
<b>Iceland (IS)</b>	J+3	87.4	78.8	83.4	95.9	74.0	91.3	92.0	92.3	67.0	80.7	68.8	81.1	81.6	65.4	80.8	80.8	27.1	82.0	97.0	77.1	81.1	76.1	67.9	74.3	98.3	89.1	89.3			
	J+5	97.3	98.0	97.9	98.6	96.0	97.6	98.2	99.7	97.2	97.3	88.8	96.0	97.4	90.4	97.4	91.5	98.1	99.5	98.1	99.5	97.4	97.3	98.1	92.5	94.9	99.6	99.4	97.7		
	Days	2.8	3.1	2.9	2.0	3.2	2.8	2.3	2.3	3.0	3.0	3.5	3.1	3.1	2.9	3.4	3.0	4.1	2.8	2.0	3.0	2.9	3.1	3.3	3.1	3.3	3.1	2.7	2.4	2.4	
<b>Ireland (IE)</b>	J+3	88.5	94.0	51.4	83.8	94.6	83.6	89.1	94.8	93.8	77.8	86.8	80.5	91.9	86.1	77.3	92.9	70.1	93.9	84.0	87.5	92.5	48.2	10.9	81.3	94.0	93.2	91.3			
	J+5	97.9	99.3	91.8	97.1	98.8	98.2	97.3	98.6	99.1	96.8	97.5	98.5	97.7	98.6	93.5	98.1	85.1	99.2	97.2	97.2	97.3	90.4	68.3	96.6	98.9	100.0	98.6			
	Days	2.4	2.2	3.7	2.7	2.1	3.0	2.6	2.1	2.1	3.0	2.7	2.9	2.3	2.9	3.0	2.3	3.9	2.2	2.8	2.5	2.3	3.7	5.1	2.8	2.2	2.4	2.2	2.2	2.2	
<b>Italy (IT)</b>	J+3	93.5	92.2	58.3	88.9	93.1	82.1	92.2	93.4	94.5	87.3	89.6	82.3	88.1	59.6	65.4	93.1	88.5	92.8	88.4	78.6	92.0	75.3	85.0	85.0	86.3	92.0	93.4	86.9		
	J+5	98.1	97.8	96.3	97.6	98.6	96.5	97.8	98.2	98.7	96.																				

	AT	BE	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB		
Lithuania (LT)	J+3	84.2	81.0	92.4	90.5	90.1	88.4	72.3	82.3	67.1	86.0	80.8	82.9	82.1	91.0	72.5	72.5	69.6	82.0	82.0	35.6	78.2	62.3	71.0	89.0	82.5	48.0				
	J+5	96.5	94.0	100.0	98.0	98.8	97.8	94.6	97.2	94.7	97.7	97.4	97.7	94.3	98.6	94.2	94.2	90.2	96.7	98.0	82.8	96.2	85.2	93.5	99.1	98.1	88.6				
	Days	2.8	3.0	2.3	2.3	2.4	2.6	3.0	2.7	3.2	2.5	2.8	2.7	3.0	2.3	3.3	3.3	3.3	3.3	2.7	2.5	4.4	2.9	3.6	3.2	2.4	2.8	3.9			
Luxembourg (LU)	J+3	96.8	96.8	88.5	94.4	10.9	93.4	98.7	99.1	90.3	92.7	85.8	92.5	95.6	50.9	25.9	90.2	98.4	93.5	87.0	95.4	87.7	76.0	86.7	96.8	96.9	90.6				
	J+5	100.0	99.4	99.3	99.7	92.7	99.0	99.8	99.9	98.1	99.7	99.0	99.0	98.0	98.2	79.6	98.4	100.0	98.9	94.2	99.3	98.6	96.0	96.6	100.0	100.0	98.1				
	Days	2.0	2.0	2.4	2.2	4.4	2.2	1.9	1.9	2.4	2.3	2.5	2.4	2.1	3.7	4.4	2.2	2.0	2.3	2.7	2.2	64.9	77.0	62.7			2.0	2.4	79.4		
Malta (MT)	J+3			61.8	81.5		71.2		72.0	79.8		80.0		83.4	15.2	69.6						98.4	90.2								
	J+5			88.9	98.1		96.2		95.0	99.1		98.0		97.1	84.8	89.1						98.2									
	Days			3.7	2.9		3.1		3.2	3.0		2.8		2.8	4.5	3.4						3.0	3.4								
Netherlands (NL)	J+3	94.5	97.4	46.3	87.9	98.2	54.5	91.6	95.9	95.3	87.2	94.8	82.8	91.8	92.3	50.5	98.7	45.3	89.7	82.5	93.9	80.9	62.0	91.2	97.0	96.4	92.7				
	J+5	98.5	99.5	86.4	98.1	99.4	91.9	97.8	98.7	98.7	97.2	98.7	96.1	98.8	97.6	91.2	85.4	99.0	82.5	97.6	96.0	99.1	97.0	89.1	97.5	99.4	99.3	98.2			
	Days	2.2	2.0	3.9	2.5	2.0	3.6	2.3	2.0	2.1	2.5	2.2	2.6	2.4	2.3	3.7	3.9	2.0	4.0	2.4	2.8	2.2	2.8	3.6	2.3	2.0	2.1	2.2			
Norway (NO)	J+3	93.2	93.2	63.6	78.9	97.4	96.6	96.4	93.2	96.7	81.7	88.2	96.0	92.3	88.8	91.3	85.8	93.5	30.8	95.9		88.5	76.5	63.2	55.2	82.6	97.8	95.6	89.5		
	J+5	98.8	99.0	90.7	97.7	99.6	99.7	99.7	98.8	99.6	97.0	97.4	99.3	98.8	97.5	97.6	93.8	98.3	84.6	99.5		98.7	97.6	96.3	91.0	96.8	99.7	99.7	97.5		
	Days	2.2	2.2	3.4	2.8	2.0	2.1	2.1	2.3	2.0	2.7	2.5	2.1	2.3	2.6	2.4	2.6	2.2	4.2	2.1		2.3	2.6	3.1	3.4	3.6	2.7	1.9	2.1	2.3	
Poland (PL)	J+3	91.6	93.2	52.6	93.6	91.2	92.9	88.4	90.3	95.5	70.0	93.9	75.5	80.3	84.0	95.7	80.1	85.8	65.1	91.7	74.3		80.9	80.6	89.8	91.0	78.1	91.3	92.9	63.1	
	J+5	97.5	99.0	90.9	98.7	99.5	99.4	98.8	98.6	99.3	98.2	98.8	95.1	95.9	95.8	98.6	96.0	97.3	88.9	99.4	100.0		97.3	96.4	97.9	98.6	96.5	99.4	97.6	93.2	
	Days	2.3	2.4	3.6	2.3	2.3	2.3	2.6	2.5	2.2	3.0	2.2	2.8	2.7	2.8	2.2	2.8	2.7	3.5	2.4	3.0		2.8	2.8	2.5	2.4	2.8	2.3	2.2	3.4	
Portugal (PT)	J+3	88.5	96.2	48.3	91.6	95.3	10.6	82.5	93.8	97.2	72.0	87.7	74.3	91.8	95.2	3.4	8.6	96.1	66.7	96.5	92.4	71.7		52.8	70.1	88.7	92.5	97.2	97.6	90.9	
	J+5	98.9	99.6	86.6	99.0	99.1	89.4	98.2	98.9	99.3	95.8	99.4	95.4	98.6	97.9	88.1	69.0	98.7	94.2	100.0	99.4	96.3		95.1	97.5	98.1	98.4	99.4	99.2	98.3	
	Days	2.7	2.1	3.9	2.4	2.1	4.5	2.8	2.2	2.1	3.2	2.6	3.0	2.4	2.2	4.6	5.0	2.0	3.4	2.1	2.3		3.6	3.2	2.8	2.2	2.0	2.0	2.4		
Romania (RO)	J+3			76.2	78.1			63.0	79.9	71.2	87.1			10.2							71.1	68.5				70.8		66.7	18.9		
	J+5			95.7	92.6			88.0	96.2	92.7	98.2			45.9								95.6	94.3			93.3		94.1	58.8		
	Days			2.9	2.9			3.7	2.9	3.2	2.5			6.3								3.1	3.2			3.1		3.2	5.8		
Slovak Republic (SK)	J+3	96.3	89.3	97.5	70.4	53.0	86.8	88.5	94.3	60.0	91.2	44.2	70.3	74.4	59.2	78.0	91.7	44.8	83.8	50.0	82.9	63.3		79.3	60.4	83.7	87.8	62.0			
	J+5	99.4	99.3	100.0	97.5	93.0	98.7	97.9	99.4	93.8	98.8	92.0	97.4	92.5	96.1	92.0	99.3	83.6	98.5	94.4	98.2	98.1		98.9	92.4	98.8	98.8	92.7			
	Days	2.3	2.6	2.1	3.1	3.7	2.9	2.7	2.4	3.4	2.4	2.4	3.9	3.0	3.2	3.4	3.0	2.8	4.1	2.8	3.5	2.8	3.2		2.7	3.4	2.8	2.7	3.4		
Slovenia (SI)	J+3	97.3	95.5	94.0	88.7	48.8	83.5	91.8	98.1	75.0	97.4	44.4	78.6	64.3	27.1	19.2	92.2	44.1	77.7	84.9	77.0	84.3		92.8		76.8	93.7	94.9			
	J+5	98.5	100.0	99.5	97.9	91.7	100.0	97.3	100.0	96.6	99.7	91.7	97.6	84.6	85.7	78.1	100.0	88.1	95.7	97.3	96.0	99.2		99.4		95.4	100.0	99.4			
	Days	2.1	2.1	2.3	2.4	3.7	2.8	2.3	2.0	3.0	2.0	3.8	3.2	3.2	3.7	4.2	4.6	2.5	4.0	3.0	2.9	3.0	2.7	2.3		2.9	2.5	2.1	2.3		
Spain (ES)	J+3	94.0	93.1	67.6	87.9	92.4	80.1	89.3	92.8	95.2	82.2	87.5	77.7	89.4	91.6	81.6	66.7	94.5	85.0	93.3	81.8	77.3	95.1	76.2	74.6	83.1		94.6	95.6	90.4	
	J+5	99.0	98.3	95.7	97.9	99.3	97.5	97.9	98.5	99.0	97.0	98.3	97.4	97.9	98.2	95.9	93.7	98.4	96.0	98.8	97.8	94.0	99.1	94.4	95.2	97.5		99.5	98.5	97.3	
	Days	2.2	2.3	3.2	2.5	2.2	3.0	2.5	2.2	2.1	2.7	2.5	3.1	2.3	2.3	2.9	3.3	2.2	2.7	2.3	2.8	3.1	3.0	3.2	2.7		2.1	2.2	2.4		
Sweden (SE)	J+3	97.1	95.7	67.6	98.1	97.3	95.2	97.8	93.5	97.1	87.2	98.5	97.4	95.6	91.9	95.7	87.6	94.5	83.0	97.3	97.3	91.7	94.9		93.6	87.6	89.7	96.7	92.4		
	J+5	99.6	98.8	96.4	99.3	99.3	98.6	99.6	99.2	99.6	97.6	99.7	99.6	99.2	98.1	98.6	95.7	99.2	98.9	98.8	99.5	98.2	99.2		99.4	97.5	97.8		99.1	97.7	
	Days	2.1	2.2	3.3	2.2	1.9	2.2	2.0	2.2	2.0	2.6	2.0	2.1	2.1	2.3	2.2	2.6	2.2	3.0	2.1	2.0	2.3	2.3	2.2	2.2	2.6	2.4		2.1	2.3	
Switzerland (CH)	J+3	96.8	96.9	64.1	94.6	96.1	11.4	96.9	97.1	98.7	92.2	97.8	85.1	95.3	95.9	67.5	28.1	97.1	80.3	98.1	93.9	89.3	96.2	57.9	93.3	85.7	94.3	98.8			
	J+5	99.2	99.5	95.5	99.0	98.8	86.4	99.5	99.7	99.9	98.4	99.4	97.9	99.3	99.3	98.1	86.6	99.5	98.7	99.7	99.4	99.2	99.2	93.9	98.7	99.4	98.8	100.0			
	Days	2.0	2.1	3.3	2.3	2.1	4.5	2.1	1.9	1.9	2.2	2.0	2.5	2.1	2.1	2.9	4.4	2.1	2.8	2.0	2.3	2.4	2.1	3.5	2.2	2.5	2.1	1.9	2.2		
United Kingdom (GB)	J+3	90.3	93.9	57.6	86.2	93.3	7.8	91.2	93.4	94.5	85.2	91.1	92.6	94.4	88.7	70.8	69.7	95.4	73.0	88.7	93.6	80.2	91.3	74.0	87.0	75.4	86.0	93.1	93.2		
	J+5	97.5	98.3	89.9	97.2	97.8	80.3	98.8	98.6	98.7	97.4	97.4	98.7	98.7	97.6	94.1	90.7	98.9	95.5	95.4	98.7	96.0	98.4	93.8	96.8	94.1	97.1	99.1	98.1		
	Days	2.3	2.2	3.6	2.6	2.2	5.0	2.3	2.2	2.2	2.2	2.4	2.3	2.1	2.4	3.1	3.3	2.2	3.0	2.5	2.2	2.8	2.3	3.1	2.6	3.1	2.5	2.2	2.2		

IPC publishes the UNEX end-to-end results annually, reporting on international priority letter mail.

**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 (hour, 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 2007, the following countries had Saturday mail delivery: Denmark, Estonia, France, Germany, Italy, Latvia, Malta, The Netherlands, Norway, Switzerland and the United Kingdom.

# External Quality of Service Monitoring

## Improving the Quality of International Mail

### 2007 Results

**UNEX™**

#### Performance Consistency Across Europe

The objectives set by the 1997 European Union Directive on Postal Services (97/67/EC Directive) are to be met on a country-to-country basis.

For J+3, the speed indicator, the measure in the UNEX-18 group shows that 92 percent of 306 country-to-country flows met the 85% J+3 EU objective. In the UNEX-29 measure, 66 percent of all 749 flows met the objective.

For J+5, the reliability indicator, the measure in the UNEX-18 group shows that 93 percent of 306 country-to-country flows met the 97% J+5 EU objective. In the UNEX-29 measure, 72 percent of all 749 flows met the objective.

#### Independence of Results

The validity and independence of the statistics are guaranteed by the UNEX external measurement contractor, Research International Ltd (London, United Kingdom).

#### UNEX Design in Europe

The UNEX system uses test letters to sample the performance of the end-to-end cross-border mail flows. The test letters are posted and received by people selected by a contractor, 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 formats and sizes, posting method, payment, and location of posting and receipt of the real mail stream.

In 2007, about 400,000 test letters representative of real mail, were sent in 749 country-to-country mail streams, covering both urban and rural areas in 29 European countries.

#### UNEX Measurement System

The design is in compliance with the 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.

#### Radio Frequency Identification (RF-ID) Technology

Most of the test letters contain a Radio Frequency Identification (RF-ID) device so that as a 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 RF-ID 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 53 countries, covering 280 sites with more than 1300 radio receivers. This RF-ID technology, with continuous technical enhancements, has been in use for postal quality of service measurement for over 10 years.

**The International Post Corporation SC (IPC)** is a cooperative association of 24 postal operators with the following corporate mission: 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, the Department of Postal Services (Cyprus), Post Danmark, Itella Corporation (Finland), Groupe La Poste (France), Deutsche Post AG (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 2007, the UNEX Monitoring System in Europe covered IPC Members together with Česká Pošta (Czech Republic), Eesti Post (Estonia), Latvijas Pasts (Latvia), Lietuvos Paštas (Lithuania), Maltapost plc (Malta), Poczta Polska (Poland), Posta Română (Romania), Slovenská Pošta (Slovak Republic) and Pošta Slovenije (Slovenia).

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