

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

## 2012 Results

UNEX™

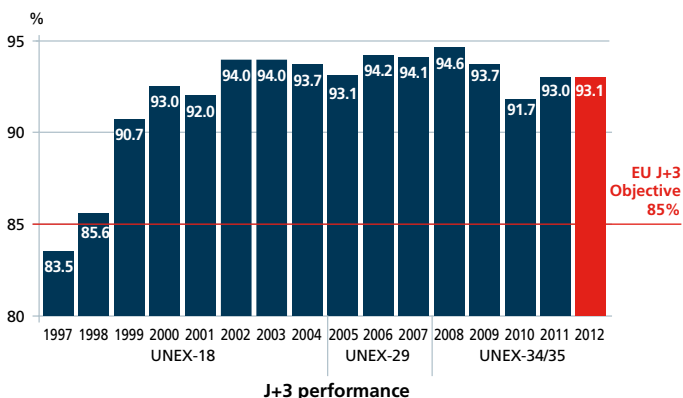
### International letter performance continues to exceed objectives

In 2012 European priority letter mail service performance exceeded the European Union (EU) objectives for the 15<sup>th</sup> successive year. The IPC UNEX measurement system showed that 93.1% of letters were delivered within three days of posting and 98.4% within five days. This exceeds the objectives set in the EU Postal Directives of 85% in three days (J+3), and 97% in five days (J+5).

### High-level performance stable

The chart below shows the trends 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, J for Jour (Day) + 3 days). The number of countries included in the IPC UNEX system was 18 in 1997, 29 from 2005 to 2008, 34 from 2008 to 2010 and 35 from 2011 to 2012.

In 2012 J+3, the speed indicator, reached 93.1%, a slight increase compared to 2011. The measurement was end to end, from posting in the origin country to delivery to the final addressee in the destination country, including the time for collection, sorting and transportation.

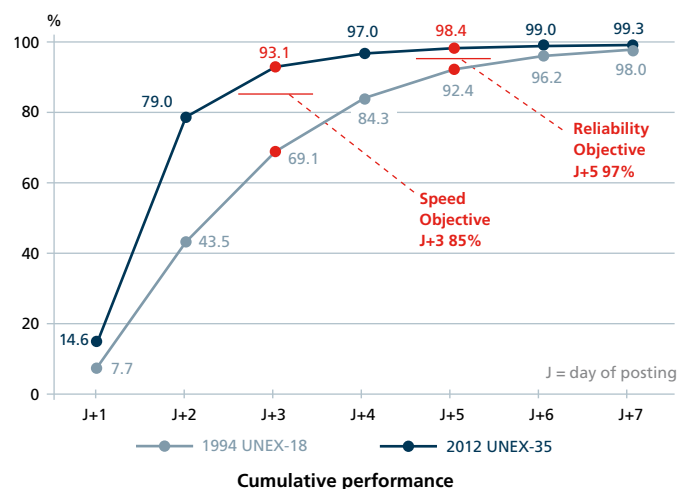


The UNEX-18 category includes the 15 EU countries before the May 2004 enlargement, together with Iceland, Norway and Switzerland. In 2005 the UNEX monitoring was extended to 29 countries with the addition of Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia (called UNEX-29 above). Since 2008 UNEX has covered 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). Lastly, Serbia was included in April 2011 (UNEX-35).

In 2012 the average delivery time for the 35 countries remained at 2.2 days, an improvement of about half of a day since 1998, and of one day compared to 1994 when the UNEX measurement started, while extending the coverage at the same time.

### Cumulative performance

The chart below shows a comparison of aggregated 1994 and 2012 results, covering respectively 18 and 35 postal operators. For 2012 the average performance of the full group of 35 countries reached 93.1% of European cross-border first-class/priority letter mail delivered within three days of posting, J+3 (the speed indicator), and 98.4% within five days, J+5 (the service reliability indicator), where 'J' is the day of posting.



Both indicators continue to exceed the objectives set in the EU Postal Directives of 85% in three days, and 97% in five days, the latter having improved slightly more than the first (+0.3 for J+5 and +0.1 for J+3).

The results for the UNEX group of 29 countries are 94.3% J+3 (+0.2 versus 2011) and 98.9% J+5 (+0.2). For the group of 18 countries that have been monitored by UNEX since 1994, the results are 95.4% J+3 (+0.1) and 99.1% J+5 (+0.1).

### Commitment to excellence

The high level of performance shown by the 2012 results demonstrates again the commitment of the postal services in Europe to service excellence for their customers.

## 2012 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 average performance for, respectively, the group of 18 countries that have been monitored continuously since 1994, for the extended group of 29 countries and for the 35 countries covered in 2012:

	UNEX-18 *	UNEX-29 **	UNEX-35 ***
J+3, speed indicator	95.4%	94.3%	93.1%
J+5, reliability indicator	99.1%	98.9%	98.4%

### Performance consistency across Europe

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

	UNEX-18 *	UNEX-29 **	UNEX-35 ***
85% J+3, speed indicator objective	85.3%	62.2%	52.8%
97% J+5, reliability indicator objective	89.5%	70.0%	60.8%
Total number of country-to-country flows	306	791	961

- \* UNEX-18: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the 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-35: UNEX-29 and Bosnia & Herzegovina (partly: "JP BH Pošta" d.o.o. Sarajevo), Bulgaria, Croatia, the Former Yugoslav Republic of Macedonia and Turkey until 2010, and Serbia from 2011.

### 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 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 49 countries throughout the world, covering more than 340 sites with more than 1,500 radio receivers. This RFID technology, with continuous technical enhancements, has been in use for the UNEX postal quality of service measurement for 16 years.

### Independence of results

The validity and independence of the statistics are guaranteed by the UNEX external measurement contractor, TNS UK Ltd (London, United Kingdom). The UNEX quality management system at TNS Research International received the latest renewal of their ISO 9001:2008 certification in July 2012.

### 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, ie from posting in the origin country to delivery in the destination country. The test letters are posted and received by people selected by TNS, 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 (mailbox, post office, pick-up), payment methods (stamp, meter, PP), addressing (machine typed, handwritten) and geographical location of posting and receipt of mail in each country.

In 2012 about 333,000 test letters representative of real mail, were sent in 961 country-to-country mail streams, covering both urban and rural areas in 35 European countries.

### UNEX Measurement System

The design is overall 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 Europe. Conformance to this standard is mandatory for the 27 posts in the European Union and those of Iceland, Norway and Switzerland.





	AT	BE	BA	BG	HR	CY	CZ	DK	EE	FI	FR	MK <sup>2</sup>	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	RS	SK	SI	ES	SE	CH	TR	GB
<b>Romania (RO)</b>	J+3 82.7	77.9	41.6	0.0	52.1	71.4	71.2	14.0	44.5	60.9	77.3	34.5	82.5	10.9	43.3	55.1	11.7	12.6	74.8	5.7	81.5	29.9	75.5	74.0	75.1	18.7	72.5	72.4	79.7	41.3					
J+5 98.7	95.9	93.3	16.1	93.9	95.4	98.1	78.8	93.6	90.9	96.6	84.3	96.7	71.8	90.9	87.0	76.2	81.3	96.1	41.1	96.9	83.9	95.0	95.7	97.2	76.2	93.5	95.9	99.1	85.6						
Days 2.7	3.0	3.9	8.5	3.6	3.1	3.0	4.7	3.8	3.6	3.0	4.3	2.8	5.2	3.9	3.8	5.0	4.7	3.1	6.0	2.9	4.3	3.1	3.1	3.1	3.1	4.7	3.1	3.0	2.8	4.2					
<b>Serbia (RS)</b>	J+3 94.5	77.8	56.8	61.4	40.3	97.7	90.4	42.2	84.1	89.2	88.3	28.6	89.6	49.6	78.0	78.4	38.0	79.5	79.2	89.3	76.9	79.8	70.8	67.0	93.9	66.2	84.6	91.7	60.5						
J+5 98.4	97.0	94.7	86.4	89.6	99.5	100.0	92.2	100.0	98.5	98.7	81.2	100.0	95.3	99.2	95.5	84.8	97.4	99.2	98.6	97.7	96.9	96.1	96.5	100.0	96.0	100.0	100.0	88.4							
Days 2.4	2.9	3.4	3.6	4.0	2.0	2.6	3.9	2.9	2.7	2.7	4.5	2.5	3.6	2.9	3.1	4.5	2.9	3.0	3.0	2.8	3.0	2.8	3.3	3.3	2.5	3.3	2.8	2.6	3.8						
<b>Slovenia (SI)</b>	J+3 99.4	98.5	79.8	80.5	96.2	94.6	97.6	69.1	84.3	95.6	44.8	97.6	45.5	97.8	79.8	91.5	87.7	87.0	87.6	96.7	95.0	88.2	92.1	96.8	74.7	98.4	81.7	87.7	97.6	58.5					
J+5 99.4	100.0	97.5	96.3	100.0	99.2	99.2	97.9	97.8	98.8	87.2	100.0	87.9	99.3	98.4	98.5	96.2	98.0	98.9	97.5	100.0	100.0	98.4	99.2	97.4	100.0	96.1	99.3	98.4	90.8						
Days 1.9	2.0	2.8	2.8	2.1	2.2	2.0	3.0	2.9	2.2	4.0	2.0	3.9	2.0	3.0	2.7	2.5	2.8	2.7	2.2	2.2	2.2	2.7	2.3	2.1	2.9	1.9	2.8	2.4	1.9	3.5					
<b>Spain (ES)</b>	J+3 92.0	83.4	54.7	42.8	6.5	81.3	86.4	56.6	67.9	92.1	84.9	63.8	74.8	35.4	63.7	89.9	49.1	45.8	84.6	59.5	87.7	62.4	50.4	93.6	75.7	80.4	19.8	90.9	90.2	92.0					
J+5 99.6	98.0	94.0	81.2	66.5	96.3	98.6	82.3	97.3	97.7	98.4	89.3	96.6	87.5	93.8	97.6	77.6	93.7	99.2	85.9	98.4	94.6	90.2	98.8	97.3	97.7	48.6	99.1	98.0	98.8						
Days 2.2	2.7	3.4	4.2	5.1	2.7	2.5	4.5	3.2	2.4	2.7	3.5	3.0	4.2	3.4	2.5	4.3	3.9	2.6	3.8	3.8	2.5	3.5	3.9	2.2	3.0	2.7	5.9	2.3	2.4	2.3					
<b>Sweden (SE)</b>	J+3 98.0	95.6	80.9	68.1	47.2	94.8	98.5	98.2	98.4	96.1	95.3	80.8	94.5	96.3	96.2	90.5	95.8	94.7	95.3	89.0	99.7	98.3	93.7	96.4	71.8	77.1	89.2	85.1	80.5	98.4	95.9				
J+5 98.8	99.7	99.7	97.9	89.4	99.0	99.7	99.6	99.6	99.5	98.7	95.8	100.0	99.6	98.7	96.5	100.0	99.0	99.3	99.4	100.0	99.9	99.5	98.9	97.4	97.1	95.8	99.2	97.3	100.0	99.0					
Days 2.0	2.2	2.8	3.1	3.9	2.2	1.7	2.1	2.0	2.1	2.2	2.2	2.9	2.2	2.1	2.3	2.5	2.0	2.1	2.2	2.8	2.0	2.2	2.2	3.0	3.0	2.4	2.9	2.8	2.0	2.2					
<b>Switzerland (CH)</b>	J+3 98.2	95.1	19.2	76.8	60.0	72.7	96.7	98.4	89.7	95.8	98.1	9.5	98.7	82.3	97.2	85.2	97.4	94.3	93.8	92.7	100.0	85.7	99.2	97.0	97.8	97.2	83.6	26.8	95.8	97.1	95.1	99.2	27.0	95.2	
J+5 99.8	99.6	70.4	98.0	93.3	96.6	100.0	99.6	100.0	99.7	63.5	99.5	93.9	99.2	100.0	99.8	98.7	99.5	99.1	100.0	98.4	99.6	99.6	99.7	99.2	96.8	80.4	99.2	98.9	99.7	100.0	60.8	99.3			
Days 1.9	2.2	4.9	3.1	3.6	3.3	1.9	1.9	2.6	2.0	1.9	5.8	1.9	2.6	2.0	2.7	2.1	2.2	2.3	2.6	1.9	2.8	1.9	2.1	2.0	2.0	2.7	4.4	2.0	2.1	1.9	5.5	2.1			
<b>Turkey (TR)</b>	J+3 66.1	53.7				64.0			2.4		12.2	34.7			0.9					47.4						32.1	44.4	20.6		15.5					
J+5 95.6	94.1					94.9			41.0		47.9	79.9			21.3					86.8							81.3	85.2	72.9		62.6				
Days 3.2	3.6					3.3			6.5		6.2	4.4			7.3					3.9							4.4	4.0	4.7		5.4				
<b>United Kingdom (GB)</b>	J+3 92.7	95.1	5.8	38.0	23.5	41.2	79.2	95.4	58.7	93.0	93.9	0.0	96.4	76.8	89.9	82.6	97.8	90.0	45.5	57.7	94.0	73.3	96.9	90.1	88.1	95.4	69.6	46.7	82.5	52.6	88.1	97.1	95.0	18.7	
J+5 96.5	99.6	35.0	81.7	64.7	82.6	97.7	99.1	95.2	98.5	99.0	15.4	99.2	94.8	98.0	98.3	99.3	97.6	72.6	88.5	98.4	96.4	96.4	99.2	98.6	97.8	98.5	93.5	89.7	96.2	97.8	99.7	98.8	52.0		
Days 2.3	2.1	7.2	4.3	5.5	4.3	2.7	2.1	3.4	2.3	2.2	8.1	2.1	2.9	2.3	2.6	2.0	2.5	4.4	3.7	2.3	3.1	2.1	2.1	2.4	2.4	2.1	3.1	3.8	2.8	3.5	2.4	2.1	5.9		

<sup>1</sup> Bosnia & 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 they are active in areas other than the one covered in UNEX.  
<sup>2</sup> FYROM stands for Former Yugoslav Republic of Macedonia.

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

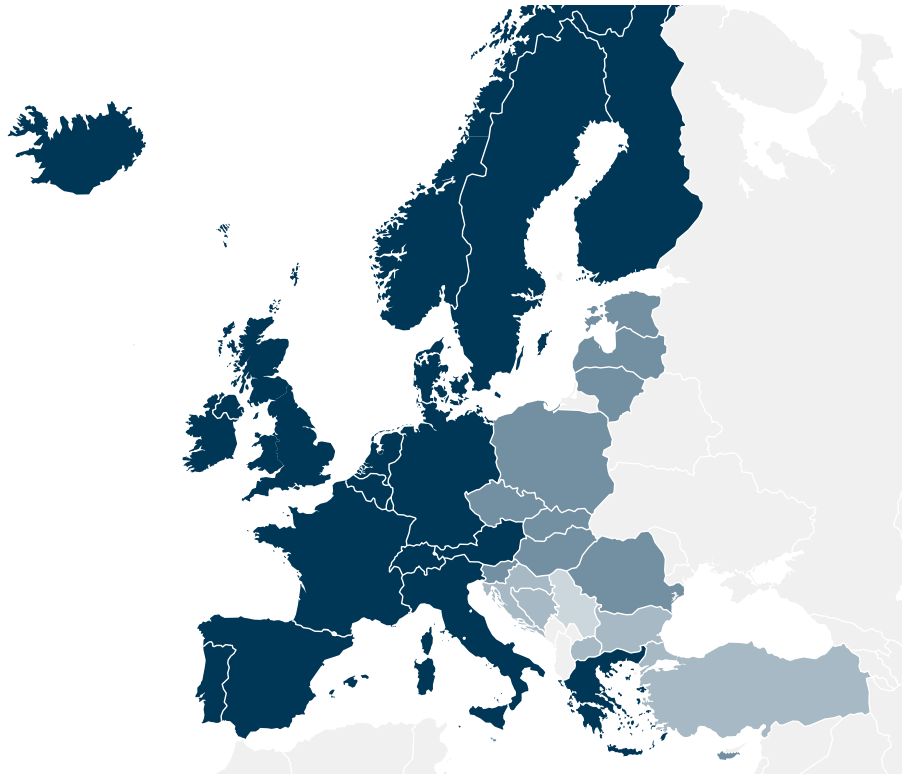
**Key performance indicators:** the three indicators presented in this brochure are the percentage of test mail items delivered within three days (J+3), ie the speed indicator, within five days (J+5), ie the reliability indicator, and the average number of delivery days taken to deliver mail. J (hour, for Day) is the day of posting and so, for example, +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 five-day business week; that is to exclude Saturdays and Sundays, and to exclude national and regional postal holidays in the destination country. In 2012 the following countries had Saturday mail delivery: Bosnia & Herzegovina (partly), Bulgaria (partly), Denmark, France, FYROM, Germany, 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 (mailbox, post office, pick-up), methods of franking (stamp, meter, PP), weight (20g, 50g, 100g), size (C6, C5, C4), and addressing (machine typed, handwritten). The statistical accuracy of 55% of the country-to-country results is lower or equal to 5%, within a 95% level of confidence, while 45% reach 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, the 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.
- 2011 - extension to 35 countries, adding Serbia in April 2011. The region of Kosovo is not measured.



**The International Post Corporation SC (IPC)** is the postal industry's partner company that provides leadership by driving service quality, interoperability and business-critical intelligence, and gives its members an authoritative, independent and collective voice.

IPC is a cooperative association of 24 postal operators which are: Australia Post, Österreichische Post AG (Austria), bpost (Belgium), Canada Post, Cyprus Post, Post Danmark, Itella Corporation (Finland), Le 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), PostNL (The Netherlands), New Zealand Post, Posten Norge (Norway), CTT Correios de Portugal SA, Correos y Telégrafos (Spain), Posten Sverige AB (Sweden), Swiss Post, Royal Mail Group plc (United Kingdom), and the United States Postal Service.

In 2012 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), 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), the General Directorate of PTT of Turkey, and PE PTT communications "Srbija" (Serbia – joined in April 2011).

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More information on the UNEX Quality of Service Monitoring System can be obtained at [unex@ipc.be](mailto:unex@ipc.be).

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