

2016



OPERATIONS & TECHNOLOGY



International **Post**  
Corporation

# INTERNATIONAL MAIL QUALITY OF SERVICE MONITORING

UNEX™ 2015 results



8 pages  
March 2016



download

[www.ipc.be](http://www.ipc.be)

# INTERNATIONAL PRIORITY LETTER MAIL EXTERNAL QUALITY OF SERVICE MONITORING

## UNEX™ > 2015 RESULTS

### INTERNATIONAL LETTER PERFORMANCE CONTINUES TO EXCEED OBJECTIVES

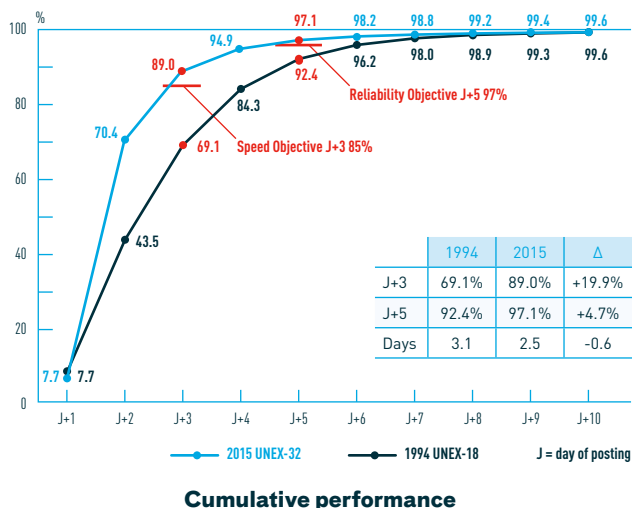
In 2015, European priority letter mail service overall performance exceeded the European Union (EU) objectives for the 18<sup>th</sup> successive year. The IPC UNEX™ measurement system showed that 89.0% of letters were delivered within three days of posting, and that 97.1% were delivered within five days. These results exceed the objectives set in the EU Postal Directives, which state that 85% of letters are to be delivered in three days (J+3) and 97% in five days (J+5).

The measurement is 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™ measurement was put in place by IPC members in 1994 to work together towards cross-border letter mail service excellence. The 2015 results show that European postal operators have experienced challenges in keeping the very high level of letter mail performance as the growth of e-Commerce postal products such as packets has placed greater pressure on infrastructure.

### CUMULATIVE PERFORMANCE

The chart below shows a comparison of the results for 1994 – the first year of measurement – and 2015, covering respectively 18 and 32 postal operators. Each point is the yearly average proportion of international priority mail that was delivered to its final addressee within n days of posting (J+n, where J for “Jour” is the day of posting).



The 2015 curve shows that both the speed indicator and the reliability indicator for European cross-border first-class/priority letter mail delivery times continue to, on average, exceed their respective objectives.

These performance objectives were set by the 1997 EU Directive on Postal Services (97/67/EC Directive) for 85% of mail to be delivered within three days of posting, J+3 (the speed indicator), and for 97% to be delivered within five days, J+5 (the service reliability indicator).

## 2.5 DAYS

AVERAGE TIME FOR LETTER MAIL DELIVERY IN EUROPE

## 89.0% J+3

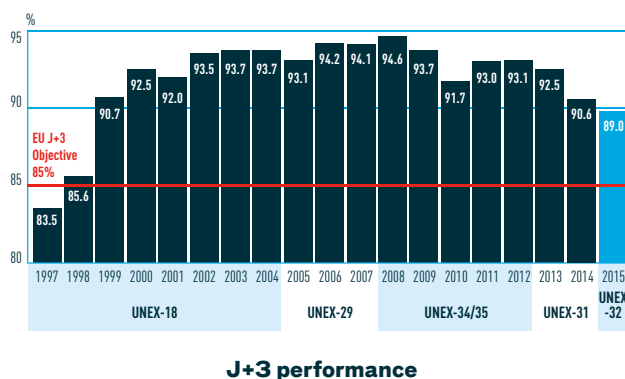
PERFORMANCE ABOVE EU SPEED OBJECTIVE OF 85% LETTERS DELIVERED IN 3 DAYS

## 97.1% J+5

PERFORMANCE ABOVE EU RELIABILITY OBJECTIVE OF 97% LETTERS DELIVERED IN 5 DAYS

### LONG-LASTING HIGH-LEVEL PERFORMANCE

The chart below shows the J+3 yearly averages since 1997, when the EU objectives for letter mail service were set, and that these European averages have been consistently above the J+3 EU Objective of 85% since the end of the nineties. In 2015, the J+3 speed indicator reached 89.0%, a decrease of 1.6 percentage points compared to 2014.



J+3 performance

Further to the downwards impact of the change of calculation rule in 2014, which takes into account the 5/6-day working week processes in the different countries in line with the latest EN13850 CEN Standard release, the reasons for the 1.6 point decrease in 2015 were diverse.

The decrease can mainly be attributed to the ongoing decline in real mail volumes (international and domestic), digitalisation of mail and postal operators being forced to reduce their international operational costs, e.g. by converting air transport into ground transport methods where possible. The efforts to slow the decline have resulted in large-scale industrial actions in several postal operators, which has also impacted the quality of service on a number of postal traffic routes.

## PERFORMANCE LEVEL ACROSS EUROPE

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 32 countries covered in 2015 (Serbia joined again).

	UNEX-18 <sup>1</sup>	UNEX-29 <sup>2</sup>	UNEX-32 <sup>3</sup>
J+3, speed indicator	90.7%	89.5%	89.0%
J+5, reliability indicator	97.6%	97.2%	97.1%

## 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. In 2015, the consistency of performance has deteriorated across Europe i.e. fewer country-to-country flows have achieved the EU objectives and this requires focussed action from postal quality of service experts.

	UNEX-18 <sup>1</sup>	UNEX-29 <sup>2</sup>	UNEX-32 <sup>3</sup>
85% J+3, speed indicator objective	66.4%	45.6%	40.6%
97% J+5, reliability indicator objective	59.9%	46.0%	41.2%
Total number of country-to-country flows	289	717	817

- 1) UNEX-18 covers the 15 EU countries before the May 2004 enlargement: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden and the United Kingdom together with Iceland, Norway and Switzerland.
- 2) UNEX-29 covers 29 countries with the extension of the UNEX-18 group in 2005 to the new EU member countries: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia.
- 3) UNEX-32 covers UNEX-29 extended to Bulgaria and Croatia, i.e. the current EU membership of 28 member countries along with Iceland, Norway, Switzerland and Serbia that joined again in 2015.

## INTEGRITY AND INDEPENDENCE OF RESULTS

The validity and independence of the statistics are guaranteed by the two UNEX™ external measurement contractors in charge of the panel, Ipsos GmbH (Sachsenstraße 6, 20097 Hamburg, Germany – [www.ipsos.de](http://www.ipsos.de)) and TNS UK Ltd (6 More London Place, London SE1 2QY, United Kingdom – [www.tnsglobal.com](http://www.tnsglobal.com)).

The UNEX™ system uses test letters to sample the performance of the end-to-end cross-border mail flows, i.e. from posting in the origin country to delivery in the destination country, continuously over the year.

The test letters are posted and received by panellists selected by Ipsos or TNS, on the basis of specified criteria. Both the identity of these panellists and the location of their induction/delivery points are kept unknown from the postal operators participating in the measurement.

Furthermore the test letters are mirroring the physical characteristics of the everyday customer's letter mail and consequently they are processed anonymously through the national and international postal networks. More information on the UNEX™ system can be obtained on IPC website or by contacting us at [unex@ipc.be](mailto:unex@ipc.be).

4) PwC has performed the above mentioned engagement and report for 2013 UNEX™ measurement solely for use by the IPC under a contract agreed upon with IPC. PwC does not have any obligation towards any other person; PwC does not have nor accept any liability or responsibility (contractual, extra-contractual or otherwise) towards such other person. The full report on 2013 is still available to the European participating postal operators as well as their regulators upon request at [unex@ipc.be](mailto:unex@ipc.be)

**266,000**

TEST LETTERS ACROSS EUROPE IN 2015

**817**

COUNTRY-TO-COUNTRY FLOWS MEASURED

**32**

COUNTRIES SENDING/RECEIVING TEST MAIL

**4,000**

PANELLISTS SENDING AND/OR RECEIVING TEST MAIL

## UNEX™ MEASUREMENT SYSTEM REGULATORY FRAMEWORK

In past years IPC had already applied requirements from the European Committee for Standardization 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 on top of its own grid of European country-to-country flows. For the 2015 study, IPC continues to meet all methodology requirements specified in the latest update of this CEN standard which was released in 2012, EN 13850:2012.

As communicated in past publications, IPC requested PwC<sup>4</sup> Bedrijfsrevisoren/Reviseurs d'Entreprises ("PwC" in what follows) in Belgium to perform an independent reasonable assurance engagement in accordance with the ISAE 3000 standard to assess the compliance of IPC's UNEX™ quality measurement processes in 2013 with the CEN 13850:2012 standard ("standard" in what follows).

PwC concluded that the UNEX™ measurement in 2013 was compliant, in all material respects, with this standard, except for five areas where, in IPC's opinion, the most relevant in respect of the figures presented in this brochure is related to the real mail data provided by the participating postal operators. Indeed, the real mail data provided by several postal operators to set up the statistical design for geographical and mail characteristics included domestic data or sometimes bulk mail data and not only cross-border Single Piece Priority Mail (SPPM) related data as prescribed in the standard.

PwC concluded that for the measurement in 2013, in their opinion, except for the effects of the four other non-compliance matters described in the Basis for Qualified Opinion Paragraph of their full report and except for the possible effects of the matter described above in respect of the real mail data, IPC's UNEX™ measurement processes was compliant, in all material respects, with the standard and the figures included in the 'Percentage On Time in J+3 and in J+5 & Average Delivery Days' overview are fairly stated, in all material respects, based on the criteria defined in the CEN standard.

Since no crucial non-compliance matters were discovered on the methodology of the measurement, it was decided not to have another audit before the end of 2015. The new audit on the activities that will lead to the publication of 2016 results has been initiated, fully in line with the CEN standard requirements.

# EUROPE > PERCENTAGE ON TIME IN J+3 & IN J+5 AND AVERAGE DELIVERY DAYS

## 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) 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 ("Jour", 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. The distribution of cumulative results from J+1 to J+10 as well as statistical precision figures are available for the 817 country-to-country flows upon request at [unex@ipc.be](mailto:unex@ipc.be)

**Method of calculation:** the results are calculated based on the posting date, for items sent between 1 January and 31 December 2015, and on a five- or six-day business week, depending on the actual days of collection, delivery and processing operations of each postal operator. National and regional postal holidays are excluded in the destination country as well as holidays in the origin country if they directly follow the day on which the test letters were sent. Lists of non-working days (national and regional postal holidays or weekdays during which postal operations such as collection, delivery and processing do not take place) as well as a detailed description of the results' calculation methodology are available upon request at [unex@ipc.be](mailto:unex@ipc.be)

## UNEX™ > 2015 RESULTS

Origin Country		Destination Country (ISO alpha-2 code)																																	
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	RS	SK	SI	ES	SE	CH	GB		
Austria (AT)	J+3		92.2	71.6	91.3	58.2	97.8	95.3	89.4	93.1	91.4	96.2	62.0	98.3	86.8	83.5	89.3	95.6	97.3	99.3	90.1	96.8	91.1	92.2	86.4	92.9	78.6	97.7	96.1	71.6	98.2	99.2	95.8		
	J+5		98.0	87.5	97.9	83.6	99.3	99.6	99.4	97.2	95.6	99.0	84.7	99.8	100.0	98.5	94.7	99.6	100.0	100.0	100.0	99.6	98.9	99.2	94.8	98.5	94.5	99.7	99.3	93.9	100.0	100.0	98.6		
	Days		2.2	3.4	2.3	4.0	2.0	2.1	2.4	2.3	2.4	2.1	3.8	2.0	2.4	2.6	2.6	2.0	2.2	1.9	2.3	2.2	2.5	2.2	2.7	2.1	2.8	2.0	2.0	3.0	2.0	1.9	2.2		
Belgium (BE)	J+3	92.2		44.6	82.0	7.5	92.5	89.7	73.1	89.4	94.4	91.1	58.7	89.9	39.1	94.5	88.0	88.3	73.6	96.6	80.5	98.7	38.6	89.2	79.9	79.2	59.6	94.1	85.9	78.7	89.0	95.1	93.1		
	J+5	97.0		85.3	92.1	49.2	99.0	96.7	94.7	97.3	98.5	96.7	88.8	99.2	96.2	98.0	95.5	97.4	91.5	99.5	96.3	99.5	83.5	98.2	93.5	97.6	88.4	98.8	96.8	95.2	97.4	98.8	98.6		
	Days	2.2		4.1	3.1	5.9	2.3	2.4	3.1	2.5	2.3	2.5	3.7	2.3	3.8	2.3	2.6	2.5	3.3	2.0	3.3	2.1	4.2	2.4	2.6	2.6	3.7	2.3	2.3	2.9	2.3	2.3	2.4		
Bulgaria (BG)	J+3	66.0	58.8			23.0	67.7	50.1				60.7	54.9	8.3									61.2	18.6	56.7						53.8	64.9	62.6	35.5	
	J+5	90.0	88.6			55.1	93.5	79.9				86.7	82.9	38.7									88.7	61.9	90.7						83.8	88.1	88.7	84.8	
	Days	3.3	4.0			5.6	3.3	3.9				3.6	3.9	6.9									3.7	5.4	3.5						3.9	3.6	3.5	4.4	
Croatia (HR)	J+3	85.7	69.0								62.5	59.1				47.5	50.4					79.0		79.8					91.1	32.3	69.9	68.7	70.6		
	J+5	99.5	94.1								89.5	86.1				84.4	86.2					96.6		92.0					100.0	65.4	95.3	94.0	89.5		
	Days	2.3	3.4								3.5	3.8				4.3	4.0					2.8		3.2					2.2	5.0	3.1	3.4	3.3		
Cyprus (CY)	J+3	51.1	31.0	8.5		16.3	27.3			5.6	50.1	32.5	30.2	22.3			8.6	20.9					70.2	12.4	18.3	12.1			28.6			25.3	16.2	2.1	47.4
	J+5	83.2	70.5	59.7		64.1	72.1			52.1	84.3	71.5	64.0	57.4			68.2	64.7					91.2	62.2	75.1	76.8			65.9			67.8	61.8	26.3	83.8
	Days	4.2	4.8	5.7		5.3	4.8			5.9	4.1	4.8	5.2	5.3			5.3	5.5					3.3	5.4	4.9	5.2			5.1			5.0	5.3	7.1	4.0
Czech Republic (CZ)	J+3	93.8	81.4	47.1	35.3	4.5		78.3	64.3	78.5	91.9	85.7	23.2	89.1			42.9	81.7	80.0	62.4	72.3	54.4	80.8	31.7	85.5	61.1	65.2	52.9	96.4	70.2	57.2	74.8	96.2	67.8	
	J+5	99.4	98.7	84.0	91.2	39.1		95.1	92.3	94.5	98.2	94.8	62.0	96.8			84.2	96.7	93.9	92.0	96.7	83.9	94.1	80.0	97.7	87.7	90.0	86.8	99.4	92.1	85.2	90.0	100.0	89.9	
	Days	2.1	2.7	4.1	4.1	7.1		2.9	3.3	2.9	2.3	2.8	5.4	2.4			4.1	2.8	2.8	3.4	3.0	4.0	2.9	4.5	2.6	3.6	3.3	3.8	2.0	3.3	3.7	3.1	2.1	3.5	
Denmark (DK)	J+3	94.3	90.9	34.3	73.2	26.0	88.2		88.8	90.8	92.9	89.2	64.9	87.3	94.2	89.7	84.1	86.0	85.4	88.8	41.6	96.5	94.1	88.5	88.4	70.0	59.2	86.4	58.0	68.3	96.3	95.1	92.5		
	J+5	98.2	97.3	77.6	90.4	67.0	97.7		94.4	98.3	99.1	97.9	80.6	98.2	99.6	97.1	96.4	97.6	92.6	98.5	80.5	99.8	98.7	99.6	97.4	94.5	94.1	94.7	89.3	93.0	99.8	99.7	98.3		
	Days	2.2	2.3	4.4	3.5	5.1	2.5		2.5	2.4	2.4	2.6	3.8	2.6	2.2	2.5	2.7	2.5	2.8	2.5	4.5	2.2	2.3	2.5	2.5	3.1	3.3	2.6	3.9	3.3	2.0	2.3	2.4		

# UNEX™ > 2015 RESULTS

Origin Country		Destination Country (ISO alpha-2 code)																																
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	RS	SK	SI	ES	SE	CH	GB	
<b>Estonia (EE)</b>	J+3	81.8	81.9				78.3	88.5		91.5	70.7	77.1	17.2	73.6		47.6	46.0	95.8	95.0			75.7	81.2	75.5	53.4				73.2	59.7	92.8	79.0	71.4	
	J+5	97.3	96.7				97.7	98.4		96.9	89.9	91.9	43.3	95.7		85.8	83.6	100.0	100.0			94.0	97.1	97.0	88.6				98.4	91.4	97.4	93.3	94.5	
	Days	2.8	2.8				2.8	2.5		2.4	3.6	3.1	6.9	3.0		4.1	4.2	2.1	2.3			3.2	2.8	2.9	3.9				2.8	3.6	2.3	3.2	3.5	
<b>Finland (FI)</b>	J+3	92.5	89.7	50.5	60.0	27.7	81.9	90.6	88.6		92.8	81.7	47.1	85.7	85.9	80.7	75.7	93.0	85.2	84.7	69.8	89.0	94.9	83.8	71.0	63.3	31.5	84.2	68.5	53.0	94.7	95.0	91.7	
	J+5	98.8	96.9	89.5	92.7	70.2	96.9	99.4	98.3		98.5	95.9	81.8	97.0	100.0	95.4	93.9	98.1	97.9	99.0	98.3	98.5	99.7	97.2	97.3	92.4	77.3	98.0	96.4	85.0	100.0	98.3	97.9	
	Days	2.2	2.5	3.8	3.4	5.1	2.7	2.2	2.4		2.2	2.7	4.4	2.4	2.5	2.8	3.1	2.3	2.5	2.7	3.0	2.5	2.2	2.5	3.1	3.2	4.6	2.7	3.0	3.8	2.1	2.2	2.3	
<b>France (FR)</b>	J+3	95.6	93.8	41.3	73.2	19.7	91.5	89.8	76.3	91.1		88.4	63.9	87.0	87.7	92.4	87.7	83.0	70.2	94.3	84.3	96.3	80.0	89.0	91.9	79.3	66.0	90.6	80.6	84.6	94.7	94.6	89.8	
	J+5	98.8	98.3	82.2	94.0	64.0	99.4	98.2	98.0	96.7		96.6	88.3	98.2	98.1	98.6	97.2	97.8	95.8	98.7	96.3	98.8	95.9	97.8	97.7	95.4	91.3	97.9	94.2	96.9	98.7	99.2	98.6	
	Days	2.2	2.2	4.1	3.1	5.2	2.3	2.4	2.9	2.4		2.6	3.6	2.7	2.4	2.4	2.6	2.6	3.3	2.1	2.8	2.2	2.9	2.4	2.4	2.8	3.3	2.3	2.8	2.6	2.2	2.3	2.5	
<b>Germany (DE)</b>	J+3	96.5									91.1														83.3								81.4	
	J+5	99.2									97.6														95.4									97.4
	Days	2.1									2.5														2.7									2.7
<b>Greece (GR)</b>	J+3	81.1	82.8	64.5	58.7	57.8	84.9	82.0	32.7	55.4	88.0	77.7		76.4		64.9	73.2	37.5		79.8	48.7	59.3	55.1	73.6	70.7	80.8	80.0			65.5	81.4	90.4	84.7	
	J+5	96.9	94.5	84.7	92.5	88.1	96.1	97.2	67.0	84.3	96.3	94.9		93.0		90.8	94.7	70.7		97.4	89.6	90.0	88.8	94.0	94.3	92.9	91.0			89.4	95.6	98.6	97.7	
	Days	2.6	2.8	3.7	3.5	3.7	2.5	2.5	5.0	3.9	2.5	2.9		2.9		3.7	3.1	4.8		2.7	3.7	3.7	3.7	3.1	3.4	2.7	3.0			3.3	2.7	2.3	2.5	
<b>Hungary (HU)</b>	J+3	98.7	90.4	58.1	75.5	10.6	83.2	89.5	55.3	88.5	76.2	82.2	16.6			77.6	67.8		69.9		73.9	81.8	63.3	91.8	80.9	86.0	76.1	97.5	86.7	57.5	86.9	96.0	75.9	
	J+5	99.6	97.4	88.5	96.1	45.5	96.1	99.7	89.8	97.2	93.9	98.6	59.0			96.4	90.5		96.8		92.9	96.5	90.3	97.4	97.6	97.4	96.1	99.6	96.8	87.0	98.4	99.2	98.0	
	Days	2.0	2.2	3.6	3.0	6.9	2.5	2.5	3.7	2.5	3.0	3.0	5.9			3.1	3.6		3.3		3.3	3.1	3.5	2.2	2.9	2.6	2.8	2.0	2.4	3.7	2.6	2.0	3.0	
<b>Iceland (IS)</b>	J+3	77.1	87.2					92.9		83.4	96.1	80.9				75.2	45.2					86.6	87.8	66.8						52.6	94.7	89.6	95.6	
	J+5	98.2	96.8					99.4		94.8	99.4	95.0				95.9	86.8					99.4	96.3	87.9						85.2	98.3	97.5	99.8	
	Days	3.0	2.9					2.1		2.7	2.1	2.9				3.2	4.3					2.8	2.5	3.7						3.9	2.1	2.5	2.1	
<b>Ireland (IE)</b>	J+3	94.7	90.1	37.1	54.8	22.8	90.1	86.2	61.1	78.8	95.4	87.5	48.6	86.4	72.6		87.4	80.5	66.5	89.3	47.6	93.2	82.5	76.4	91.7	37.3		92.9	76.6	74.8	86.8	87.8	96.9	
	J+5	99.5	93.9	79.7	85.4	58.4	96.7	98.7	90.7	93.3	99.4	96.5	76.1	99.8	96.7		94.6	97.4	93.7	97.2	83.4	98.7	96.7	95.7	97.4	75.1		99.0	97.9	94.4	97.1	97.9	99.8	
	Days	2.1	2.4	4.1	3.8	5.6	2.4	2.3	3.7	3.2	2.0	2.5	4.6	2.4	3.2		2.6	2.8	3.4	2.5	4.0	2.5	2.9	2.9	2.3	4.8		2.2	2.8	3.0	2.6	2.3	2.0	
<b>Italy (IT)</b>	J+3	86.5	85.4	37.5		9.1	76.4	83.5	44.8	81.7	89.0	87.1	60.2	58.7	35.4	85.9		57.8	30.6	68.2	57.1	82.9	61.3	81.4	89.5	79.6	30.2	83.9	88.7	65.2	81.5	90.1	80.1	
	J+5	95.8	96.1	75.9		52.7	90.6	95.2	86.0	96.8	96.6	94.9	83.2	90.6	88.1	97.4		88.7	74.8	93.5	87.0	93.4	88.3	94.6	96.5	94.1	76.0	97.8	95.3	92.0	93.8	96.1	96.4	
	Days	2.7	2.7	4.9		5.7	3.1	2.7	4.1	2.8	2.6	2.7	4.1	3.7	4.2	2.7		3.7	4.6	3.5	3.9	2.7	3.9	2.9	2.6	3.0	5.1	2.7	2.6	3.5	3.1	2.5	3.0	
<b>Latvia (LV)</b>	J+3	97.3	93.8			20.4	93.5	97.6	95.3	91.7	90.4	85.5	25.3	78.2		67.3	71.9					92.6	93.6	89.5	83.7			93.0	83.3	59.2	90.0	93.1	83.1	
	J+5	99.2	98.1			62.9	100.0	98.8	97.1	97.3	99.5	94.9	65.8	95.0		96.0	89.7					96.4	100.0	98.5	94.1			98.5	97.1	85.4	97.8	99.8	97.2	
	Days	2.0	2.2			5.2	2.3	2.1	2.1	2.4	2.3	2.6	5.3	2.9		3.3	3.4					2.4	2.2	2.4	2.9			2.2	2.8	3.8	2.3	2.4	2.6	
<b>Lithuania (LT)</b>	J+3	83.6				40.7		82.2	96.9	77.8	71.3	76.7				78.5	53.3	97.7				59.6	80.3	77.6	87.2	70.5	69.7		85.1		44.6	88.0	85.6	64.2
	J+5	97.2				77.2		95.6	99.4	97.5	93.9	93.8				96.2	80.8	100.0				85.1	95.7	95.0	96.9	91.7	90.5		97.1		87.1	98.3	96.4	86.1
	Days	2.6				4.8		2.9	2.0	3.0	3.3	3.1				3.0	4.6	2.0				3.9	2.9	3.0	2.5	3.4	3.3		2.9		4.0	2.4	2.7	3.5
<b>Luxembourg (LU)</b>	J+3	98.7	95.4	55.9		25.5	79.4	92.4	80.6	75.1	95.3	97.8	48.0	95.0	87.9	84.9	90.0	86.5	87.0			63.8	95.0	71.1	82.7	82.7	67.2		87.1	82.6	73.4	84.6	95.0	84.9
	J+5	99.3	99.0	89.4		68.8	93.6	99.5	97.9	92.0	99.5	99.6	82.5	100.0	96.1	98.9	96.2	97.9	98.2			94.8	98.6	93.0	97.7	95.8	88.3		98.9	96.8	94.1	97.3	99.5	98.3
	Days	2.0	2.1	3.5		5.2	2.7	2.4	2.5	3.1	2.2	2.1	4.2	2.3	2.6	2.7	2.5	2.6	2.5			3.4	2.1	3.2	2.7	2.6	3.2		2.5	2.5	3.2	2.6	2.2	2.6

## UNEX™ &gt; 2015 RESULTS

Origin Country		Destination Country (ISO alpha-2 code)																															
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	RS	SK	SI	ES	SE	CH	GB
Malta (MT)	J+3	79.9	77.0				29.5	3.0		2.7	81.7	60.4	2.1	17.2		17.9	74.8		1.9			70.9	1.3	59.6	16.8			9.3	17.9	33.8	29.6	81.8	73.4
	J+5	94.5	95.1				81.7	47.8		52.4	93.2	89.8	24.4	70.9		79.5	91.1		27.5			88.7	52.2	93.7	78.6			65.8	80.2	85.3	89.8	99.0	92.4
	Days	2.8	3.1				4.3	5.7		5.9	2.8	3.9	7.1	4.9		4.7	3.2		6.6			3.2	5.7	3.5	4.8			5.2	4.7	4.2	4.1	2.9	3.3
Netherlands (NL)	J+3	90.0	96.5	22.1	60.7	14.4	38.5	92.5	81.4	83.8	96.5	90.8	55.4	93.3	89.5	91.1	74.1	72.1	56.4	95.4	47.8		66.2	88.5	92.3	86.0	41.7	85.4	76.1	78.6	93.4	98.5	94.3
	J+5	97.8	99.2	68.4	91.6	61.2	83.8	97.5	93.8	94.6	99.4	97.6	83.8	98.7	99.2	98.3	83.9	93.1	89.5	99.0	88.6		97.7	97.3	97.7	97.0	79.7	95.5	93.8	95.4	97.3	99.5	99.4
	Days	2.4	2.0	5.2	3.7	5.7	4.1	2.2	2.6	2.8	2.0	2.4	3.9	2.3	2.4	2.4	3.4	2.9	3.7	2.1	3.9		3.3	2.5	2.3	2.5	4.5	2.6	3.2	2.7	2.2	2.0	2.2
Norway (NO)	J+3	87.1	88.6	40.8	70.2	29.1	88.7	92.2	92.5	91.6	90.3	68.9	66.3	80.0	96.4	90.2	79.5	90.1	88.6	87.4	55.8	94.1		78.0	72.4	74.3		81.7	69.9	62.0	96.8	81.5	92.6
	J+5	99.8	99.5	88.0	97.6	70.3	97.6	97.9	96.0	96.9	97.1	97.1	92.2	95.4	100.0	96.6	94.2	99.1	95.5	98.5	91.2	98.8		94.8	93.0	93.8		96.8	92.9	91.4	99.4	94.2	97.7
	Days	2.4	2.4	4.2	3.1	5.1	2.6	2.4	2.3	2.4	2.6	3.4	3.4	3.0	2.1	2.6	2.9	2.4	2.6	2.5	3.6	2.3		3.0	3.3	2.9		2.7	3.4	3.5	2.1	3.0	2.5
Poland (PL)	J+3	92.4	80.3	60.4	55.0	22.8	87.7	86.6	77.7	70.7	84.1	82.9	47.6	80.9	51.9	74.2	79.7	99.6	89.4	75.3	45.2	86.9	50.2		53.1	75.3	66.1	87.4	84.0	55.2	91.7	89.9	86.1
	J+5	98.8	94.8	94.1	89.1	59.6	98.6	95.9	97.1	91.0	96.4	95.3	79.1	97.3	88.7	95.4	94.7	100.0	99.1	96.1	84.7	97.2	90.8		91.2	91.0	91.6	95.2	97.5	91.7	99.7	98.2	98.1
	Days	2.3	2.9	3.3	3.7	5.6	2.5	2.4	2.8	3.3	2.7	2.8	4.3	2.6	3.9	3.1	2.9	2.1	2.5	3.3	4.1	2.6	3.7		4.1	3.0	3.3	2.7	2.7	3.7	2.2	2.4	2.6
Portugal (PT)	J+3	99.6	92.1	43.5	64.6	33.2	81.4	93.5	4.3	49.0	91.8	92.4	58.4	76.3		81.9	84.5	10.7	15.2	98.6	49.3	94.1	94.2	88.3		59.8	83.5	31.1	90.2	95.4	96.5	94.2	
	J+5	100.0	97.8	83.2	93.0	58.7	98.9	99.7	7.1	90.3	98.4	97.1	86.0	97.5		96.9	98.0	32.5	24.9	100.0	89.2	99.0	99.5	97.6		87.5	97.8	74.8	98.0	99.5	99.3	98.6	
	Days	1.9	2.2	4.0	3.6	5.6	2.8	2.1	8.7	3.8	2.4	2.4	3.8	2.9		3.1	2.7	8.1	8.8	2.0	4.0	2.3	2.4	2.8		3.7	2.6	4.7	2.2	2.2	2.0	2.2	
Romania (RO)	J+3	72.6	55.8	44.3			58.8			17.9	64.9	61.0	16.1	46.4		47.8	32.9				65.7	19.0	61.7	53.7		56.2		60.2	64.0	60.1	48.5		
	J+5	94.3	91.0	78.6			91.0			62.2	88.6	89.8	46.9	90.0		90.1	78.7				93.5	66.1	90.4	76.9		82.4		88.1	91.5	93.1	88.7		
	Days	3.0	3.7	4.2			3.5			5.5	3.6	3.6	6.2	3.8		4.0	4.7				3.4	5.0	3.5	4.1		3.9		3.5	3.4	3.5	3.9		
Serbia (Republic of) (RS)	J+3	74.6			79.7						56.8	17.8	32.9								64.4						89.3		74.6	81.2	54.7		
	J+5	94.5			96.9						88.8	28.2	78.7								87.9						98.7		95.3	96.4	93.3		
	Days	3.0			2.7						3.7	8.0	4.5								5.6						2.4		3.0	2.8	3.7		
Slovak Republic (SK)	J+3	93.2	88.5	64.5	74.9	31.4	96.4		62.9	40.8	60.3	74.2		83.7		72.8	64.8		69.2		75.6	40.7	77.3	58.0	54.5	26.5		93.2	36.1	86.8	92.2	80.2	
	J+5	97.8	97.8	95.0	95.9	71.1	99.6		93.3	92.5	92.5	94.4		97.5		95.5	90.9		95.1		97.3	84.8	98.6	96.3	82.4	76.2		100.0	82.9	98.7	98.0	96.9	
	Days	2.4	2.6	3.2	2.9	5.1	2.0		3.6	4.0	3.6	3.2		2.6		3.2	3.5		3.1		3.0	4.1	2.9	3.4	3.9	4.6		2.5	4.4	2.7	2.6	2.9	
Slovenia (SI)	J+3	97.1	92.6	50.7	93.2		91.1	80.7	82.5	69.1	87.3	82.3		94.6		80.6	86.4	80.6	81.4	98.3		89.8	51.4	84.3	91.3	69.3	83.5	97.7		66.2	84.9	96.9	88.2
	J+5	99.5	98.6	86.8	98.6		98.6	93.7	98.1	93.1	97.8	94.4		98.1		96.5	94.2	100.0	98.4	98.3		95.6	88.8	97.1	98.3	91.3	96.2	98.1		90.7	100.0	100.0	97.3
	Days	2.0	2.5	3.8	2.3		2.4	2.8	2.8	3.4	2.6	2.9		2.1		3.1	2.7	2.7	3.1	2.4		2.7	3.9	2.8	2.3	3.3	2.7	2.0		3.4	2.4	2.1	2.8
Spain (ES)	J+3	94.0	90.2	44.2	37.7	21.2	72.3	88.5	33.3	63.4	84.1	78.6	49.5	64.0	40.8	72.8	85.5	45.2	26.1	80.6	39.6	88.7	45.3	57.1	88.9	68.4	24.8	83.9	57.7	76.9	93.7	91.4	
	J+5	98.9	97.4	84.7	74.6	53.4	89.6	98.3	59.4	89.5	96.9	95.1	87.7	91.8	83.0	96.1	94.0	79.6	67.1	95.1	75.3	94.5	94.2	88.3	97.5	91.8	62.2	97.8	94.3	94.2	98.0	98.4	
	Days	2.1	2.4	4.0	4.4	5.9	3.2	2.5	5.3	3.5	2.8	2.9	3.9	3.3	4.1	3.2	2.8	4.6	5.1	3.1	4.7	2.7	3.7	3.8	2.3	3.2	5.7	2.8	3.3	2.9	2.1	2.3	
Sweden (SE)	J+3	97.5	93.9	31.9	82.1	29.2	92.5	93.0	91.6	93.7	88.5	84.4	49.6	74.9	97.2	95.4	87.0	93.5	89.1	90.7	43.6	94.2	93.7	89.2	85.4	75.4	69.0	96.3	77.7	56.4		95.9	90.6
	J+5	99.2	98.3	89.5	97.6	73.1	98.6	98.6	98.7	97.8	97.8	96.8	79.2	96.8	99.0	98.0	96.2	100.0	98.4	98.5	84.2	99.6	99.3	99.1	95.2	96.0	92.7	100.0	100.0	89.8		99.0	97.7
	Days	2.1	2.3	4.1	2.8	5.2	2.5	2.4	2.3	2.2	2.5	2.7	4.3	2.9	2.1	2.3	2.6	2.2	2.6	2.4	4.2	2.3	2.3	2.4	2.9	3.0	3.0	2.1	2.8	3.7		2.3	2.4
Switzerland (CH)	J+3	99.1	91.4	52.3	52.0	25.3	96.8	94.2	88.8	91.3	95.9	95.2	73.8	97.0	90.6	94.6	93.1	86.8	76.3	97.3	67.0	97.1	86.6	94.7	95.0	81.8	64.2	95.1	96.6	88.8	96.8		95.2
	J+5	99.5	97.8	87.9	91.0	70.2	99.2	99.7	99.6	98.5	99.0	97.9	92.5	98.7	96.0	99.8	98.4	98.5	97.5	99.6	87.0	99.6	97.6	99.6	100.0	96.0	83.4	100.0	97.9	98.6	99.2		98.8
	Days	2.0	2.3	3.8	3.8	4.8	2.0	2.3	2.7	2.3	2.2	2.3	3.1	2.1	2.7	2.2	2.4	2.6	3.1	1.9	3.9	2.1	2.8	2.2	2.1	2.7	3.4	2.0	2.1	2.4	2.1		2.2
United Kingdom (GB)	J+3	93.4	91.6	35.9	35.4	37.6	81.1	93.9	38.2	89.1	87.8	85.7	66.0	93.2	90.8	96.5	85.4	73.5	50.2	94.0	85.3	92.7	72.3	81.7	92.9	81.1	42.0	89.1	55.1	82.5	90.5	90.1	
	J+5	98.2	98.0	80.0	83.3	77.1	94.3	99.1	62.2	98.4	98.6	96.1	87.4	99.5	97.4	99.3	96.2	95.7	86.9	98.7	96.1	99.0	92.1	97.2	99.1	94.2	83.6	98.3	97.6	95.9	97.1	97.4	
	Days	2.3	2.3	4.5	4.3	4.4	2.7	2.3	5.3	2.4	2.6	2.8	3.5	2.2	2.4	2.2	2.7	3.0	4.0	2.2	2.8	2.4	3.1	2.7	2.2	2.8	4.1	2.5	3.5	2.7	2.4	2.4	

## STATISTICAL DESIGN

The UNEX™ measurement for this publication is carried out continuously over the year and covers both urban and rural areas in Europe in line with real mail spreading of single-piece priority letter mail.

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, C4-50g), posting methods (mailbox, post office, pick-up), payment methods (stamp, meter, PP), addressing (machine typed, handwritten), envelope lay-out and geographical location of posting and receipt of mail in each country.

The UNEX™ system and in particular the European Committee for Standardization 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 remains the main driver, require the design i.e. test mail samples, physical characteristics of that mail, panellists profiles as well as origin and destination country spread, to be based on real mail studies that should be carried out by each post being the universal postal service provider in a CEN country.

The results reported by UNEX™ cover international priority single-piece letter mail, i.e. mail which is not bulk mail or that would imply constraints for the customers at posting like, for example, the registration of items, minimum induction volumes, equal contents or a pre-sortation of the inducted mail, in line with the CEN standard EN 13850:2012 scope.

The UNEX study covers the cross-border mail processes between countries in Europe, so given the regulatory situation in some countries, it might be possible that some part of the mail (hence of the UNEX test mail) is handled by another postal operator than the universal service providers in the countries involved.

## RADIO FREQUENCY IDENTIFICATION (RFID) TECHNOLOGY

More than 75% of UNEX™ test letter contains an active 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

## FOR UNEX™ 2015:

- 266,000 UNEX™ test letters travelled between 32 European countries, on 817 country-to-country flows, sent and received by 4,000 panellists.
- Test letter volumes to be sent from one country to another were calculated based on the procedure described in the CEN EN 13850 standard, using the international priority single-piece real mail volumes travelling from one country to another, provided by both posts on each flow based on the accounting agreements they exchange annually to calculate each other's remuneration in delivering each other's international mail ("terminal dues").
- Very small flows were not measured; the CEN standard specifies that flows with real mail volumes below 11,500 mail pieces per year may be excluded from the measurement. Indeed, if the test mail itself was inducted on such flows, they would artificially increase the real mail volume more than 2.5%.
- The geographical spread of the test mail in origin or destination countries was mainly based on real mail statistics aggregating all mail processed i.e. often a mix of domestic and international mail.
- The mail characteristics sampling related to induction and payment methods, sizes and weights was often based on all mail processed by the postal operator within the country. Indeed, not all operators can split their mail statistics into national and international flow for each of these parameters.
- The letter mail sizes measured were C6, C5 and C4, and the weights were 20g and 50g. Test letters were no thicker than a couple of millimetres.

- The CEN EN 13850:2012 standard's methodology is not to be applied for an international measurement in a multi-postal operator field study. Germany is an exception in Europe as there is no single post serving as universal service provider in the country. Therefore the number of flows with Germany measured and reported in UNEX™ is the result of the individual choice of universal postal service providers in other countries.
- The results reported above meet the post-factum redress procedure requested by the CEN standard EN 13850:2012. To handle possible deviations between the final test volume sample proportions achieved and the initially required real mail statistics proportions a complex process of weighting is to be applied. As required by the CEN standard, IPC first analysed the variation in past postal performance to identify the key discriminant factors for each of the measured country-to-country flows. Where deviations from the statistical design proportions were found on the discriminant factors, IPC has adjusted by implementing multivariate weighting on each of the factors for each of the flows.

After the corrective weighting on each of the country-to-country flows, IPC has applied the country-to-country real mail volumes to calculate the European average. More information on the discriminant analyses or on the corrective weighting process can be obtained at [unex@ipc.be](mailto:unex@ipc.be).

- The ex post weighting above also applies to statistical accuracy. The precision range of 32% of the country-to-country results was better or equal to 5%, within a 95% level of confidence, while 68% reached an accuracy above 5%, mainly on flows with small test letter volumes or flows with lower postal performance.

postal facilities. These radio receivers are linked to a global RFID network run by IPC. In a fully anonymous manner, they help to identify any delays which may occur along the postal process, from origin country to destination country. This RFID technology, with

continuous technical enhancements, has been in use for the UNEX™ postal quality of service measurement for 19 years. Currently this network serves 44 countries throughout the world, covering 340 sites with 1,500 radio receivers.



## ABOUT INTERNATIONAL POST CORPORATION SC

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 24 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 180 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. For more information please visit our website at [www.ipc.be](http://www.ipc.be).

### UNEX™ COUNTRIES MEASURED IN 2015

### PARTICIPATING POSTAL OPERATORS

### WEBSITE ADDRESS

Austria	Österreichische Post AG	<a href="http://www.post.at">www.post.at</a>
Belgium	bpost	<a href="http://www.bpost.be">www.bpost.be</a>
Cyprus	Cyprus Post	<a href="http://www.mcw.gov.cy">www.mcw.gov.cy</a>
Denmark	PostNord Danmark	<a href="http://www.postdanmark.dk">www.postdanmark.dk</a>
Finland	Posti	<a href="http://www.posti.com">www.posti.com</a>
France	Le Groupe La Poste	<a href="http://www.laposte.fr">www.laposte.fr</a>
Germany	<i>As explained above, although Deutsche Post DHL was not participating in the study as a member, test mail was sent from and to Germany on behalf of other postal operators.</i>	
Greece	Hellenic Post ELTA	<a href="http://www.elta.gr">www.elta.gr</a>
Hungary	Magyar Posta	<a href="http://www.posta.hu">www.posta.hu</a>
Iceland	Iceland Post	<a href="http://www.postur.is">www.postur.is</a>
Ireland	An Post	<a href="http://www.anpost.ie">www.anpost.ie</a>
Italy	Poste Italiane S.p.A.	<a href="http://www.poste.it">www.poste.it</a>
Luxembourg	POST Luxembourg	<a href="http://www.post.lu">www.post.lu</a>
Norway	Posten Norge	<a href="http://www.posten.no">www.posten.no</a>
Portugal	CTT Correios de Portugal SA	<a href="http://www.ctt.pt">www.ctt.pt</a>
Spain	Correos	<a href="http://www.correos.es">www.correos.es</a>
Sweden	PostNord Sverige	<a href="http://www.posten.se">www.posten.se</a>
Switzerland	Post CH	<a href="http://www.post.ch">www.post.ch</a>
The Netherlands	PostNL	<a href="http://www.postnl.com">www.postnl.com</a>
United Kingdom	Royal Mail Group plc	<a href="http://www.royalmailgroup.com">www.royalmailgroup.com</a>
In 2015 the UNEX™ Monitoring System in Europe covered IPC European members' countries from IPC membership above together with:		
Bulgaria	Bulgarian Posts plc	<a href="http://www.bgpost.bg">www.bgpost.bg</a>
Croatia	Hrvatska pošta	<a href="http://www.posta.hr">www.posta.hr</a>
Czech Republic	Ceská Pošta	<a href="http://www.ceskaposta.cz">www.ceskaposta.cz</a>
Estonia	Omniva	<a href="http://www.omniva.ee">www.omniva.ee</a>
Latvia	Latvijas Pasts	<a href="http://www.pasts.lv">www.pasts.lv</a>
Lithuania	Lietuvos Paštas	<a href="http://www.post.lt">www.post.lt</a>
Malta	MaltaPost plc	<a href="http://www.maltapost.com">www.maltapost.com</a>
Poland	Poczta Polska	<a href="http://www.poczta-polska.pl">www.poczta-polska.pl</a>
Romania	Posta Română	<a href="http://www.posta-romana.ro">www.posta-romana.ro</a>
Serbia (Republic of)	PE Post of Serbia	<a href="http://www.posta.rs">www.posta.rs</a>
Slovak Republic	Slovenská Pošta	<a href="http://www.posta.sk">www.posta.sk</a>
Slovenia	Pošta Slovenije	<a href="http://www.posta.si">www.posta.si</a>

The addresses of the postal operators above can be obtained upon request at [unex@ipc.be](mailto:unex@ipc.be).

## INTERNATIONAL POST CORPORATION

More information on the UNEX™ Quality of Service Monitoring System and technical documentation related to the 2015 results can be obtained at [unex@ipc.be](mailto:unex@ipc.be).

Published by International Post Corporation, March 2016.  
Avenue du Bourget 44 - 1130 Brussels - Belgium  
[www.ipc.be](http://www.ipc.be) - Tel +32 (0)2 724 72 11 - Fax +32 (0)2 726 04 25