International Post Corporation

Royal Mail Full Year Quality of Service 2024-25

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Royal Mail has today released its Quality of Service results for the financial year 2024-25.

Royal Mail delivered 92.2% of Second Class mail within three days, and 98.6% within five days.

For First Class mail, 76.5% arrived within one working day, a 2% improvement year-on-year. 92.3% of First Class mail arrived within two days.

Royal Mail continues to make long term improvements to reliability through a range of initiatives including recruitment and retention, reducing sickness absence, extending delivery times and increased automation.

While these efforts are yielding results, structural reform of the Universal Service is also urgently needed to deliver a more reliable service that is better placed to meet customers' changing needs.

Royal Mail's Chief Operating Officer, Alistair Cochrane, said: "Our quality of service is not yet where we want it to be and we will continue to work hard to deliver the standards our customers expect. We are actively modernising Royal Mail, and while these efforts are beginning to deliver results, we know there is still more to do.

"We will continue to focus on the actions within our control but this isn't something we can fix alone. Universal Service reform is essential to provide a more reliable and sustainable service for the benefit of all our customers."

Source: Intetrnational Distribution Services