

## Royal Mail Quality of Service for Q3 2019/20

17-02-2020

Second Class mail has exceeded its regulatory Quality of Service target for the first three quarters of the financial year 2019-20, delivering 98.8 per cent of mail within three working days (target 98.5 per cent<sup>2</sup>).

92.9 per cent of First Class mail was delivered the next working day in the first three quarters of the year. This is within the target range (target 93.0 per cent<sup>2</sup>) when allowing for the margin of error in sampling.

The results are published today in the latest Royal Mail regulated Quality of Service report<sup>1,2</sup>. Royal Mail has one of the highest Quality of Service specifications of any major European country.

Roger Turvey, National Quality and Customer Director, Royal Mail said: “We are pleased

with our performance so far this year. Our postmen and women work extremely hard to deliver high standards of service every day in all weathers to all our customers across the UK.”

Royal Mail's Quality of Service is measured by Kantar, an independent market research company. The latest independent report on performance was published today on Royal Mail's website at:

<https://www.royalmailgroup.com/customers/quality-service/quality-service-reports>.

Source: [Royal Mail](#)