

## IPC publishes the UNEX™ CEN module results for 2017

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For the second year in a row, performance levels are below the European Union's speed objective of 85% of intra-EU mail delivery (i.e. delivery within three days of posting), and its reliability objective of 97% (i.e. delivery within five days of posting).

The UNEX™ results published today are from the UNEX™ CEN module which is conducted independently by the external research firm Ipsos in Hamburg, Germany. An external audit has proven this module to be compliant with the CEN EN 13850:2012 standard for measurement of the transit time of end-to-end postal services for single piece priority mail and first-class mail.

The results for 2017 from the UNEX™ CEN module are based on a total 67,000 test letters sent and received by 1,200 volunteers spread within the measured countries. Quality of service performance is measured by IPC's UNEX™ end-to-end letter mail monitoring system. The measurement covers the whole process from posting in the origin country to delivery to the final addressee in the

destination country, including the time for collection, sorting and transportation. These test letters are representative of real mail in terms of mail formats, induction and franking methods, delivery methods and geographical spread within each of the measured European countries. More than 40% of the test letters was containing Radio Frequency Identification (RFID) tags, which are recorded by the RFID readers as it passes through the postal facilities.

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### **About International Post Corporation**

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.

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The UNEX™ results 2017 brochure is  
available [here](#).

More information about UNEX™ here.

