

External Quality of Service Monitoring Improving the Quality of International Mail

2006 Year Results

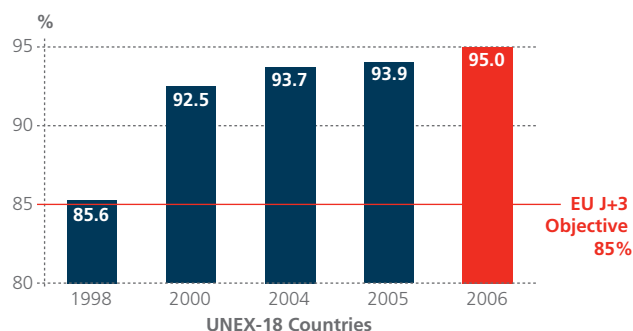
UNEX™

Highest Performance for Letter delivery

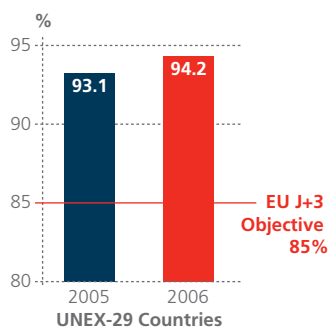
European mail service performance for 2006 reached the highest level recorded, with 94.2% delivered within three days, and 98.8% within five days. This far exceeds the objectives set in the European Union (EU) Postal Directive of 85% in three days and 97% in five days.

Performance Trend Upwards

The charts below show the trend and improvement over the years of the average proportion of international priority mail that was delivered to its final addressee within three days of posting (J+3), both for the 18 countries that have been monitored since 1994 and the 29 countries tested since 2005. The 18 countries are the EU-15, Iceland, Norway and Switzerland.



The 29 countries include in addition the national postal operators of the Member States that joined the European Union in May 2004 (Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovak Republic and Slovenia) and an Accession country then, Romania, which joined the European Union in 2007.



Average Delivery Time

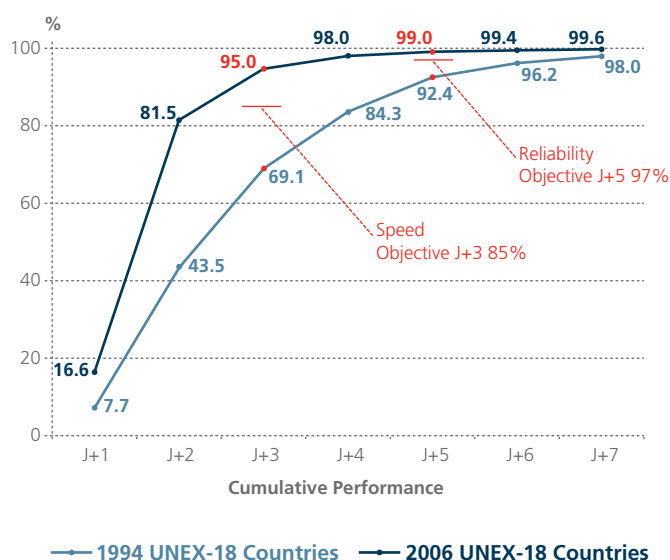
The average delivery time in Europe was 2.1 days in 2006, an improvement of half of a day since 1998, and of one full day since 1994, when the UNEX measurement started.

The measured transit time is end-to-end, from posting to delivery to the final addressee, including the time for collection, sorting and transportation.

Cumulative Performance

The chart below shows a comparison of aggregated 1994 and 2006 results for the group of 18 countries that have been monitored by UNEX since 1994.

For 2006, the average performance reached 95.0% of European cross-border first class letter mail delivered within three days of posting, J+3 the speed indicator, and 99.0% within five days, J+5 the service reliability indicator.



The results for the enlarged UNEX group of 29 countries are 94.2% J+3 and 98.8% J+5.

Commitment to excellence

The very high level of performance shown by the 2006 results demonstrates the commitment of the postal services in Europe to service excellence for their customers.

		AT	BE	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB
Lithuania (LT)	J+3				82.2	85.6	88.6	85.2								91.3					80.1							76.4		44.4
	J+5				97.0	96.7	98.6	97.6								97.9					95.0							95.7		83.9
	Days				2.6	2.5	2.5	2.6								2.4					2.7							3.0		4.1
Luxembourg (LU)	J+3	94.2	98.3		89.8	93.7	14.3	91.5	98.3	98.1	84.9	84.5	78.4	84.1	93.5	26.7	33.3		81.3	97.2	87.4	75.2	91.0		76.9	54.5	81.5	94.2	97.2	93.2
	J+5	99.5	99.8		99.2	99.3	81.0	98.7	99.3	99.4	97.5	99.2	97.0	98.7	98.9	86.7	85.7		99.1	100.0	98.0	96.4	99.7		96.2	93.9	97.0	99.4	100.0	99.7
	Days	2.2	2.0		2.5	2.3	4.6	2.4	2.1	2.0	2.6	2.6	2.9	2.6	2.2	4.2	4.2		2.7	2.0	2.5	2.9	2.4		2.9	3.5	2.7	2.2	2.0	2.3
Malta (MT)	J+3			62.3	77.8		85.7		57.2	58.2		88.4			38.6	20.8	70.0				48.8			55.0	68.2					83.5
	J+5			92.6	97.2		90.5		92.2	93.7		97.7			53.8	79.2	76.7				87.8			90.0	95.5					96.8
	Days			3.4	2.9		3.8		3.6	3.5		2.5			6.7	4.6	4.1				3.6			3.5	3.2					2.8
Netherlands (NL)	J+3	95.8	97.2	30.4	87.4	97.8	73.4	97.3	97.3	96.3	88.9	93.0	90.2	85.7	94.7	66.2	58.9	96.3	44.5		96.5	84.5	94.0		89.9	75.2	92.2	97.5	98.5	96.9
	J+5	98.7	99.2	82.6	98.8	99.4	97.3	99.7	99.4	99.5	97.8	98.6	97.5	96.7	99.2	92.0	90.0	99.1	90.0		98.6	97.1	99.4		97.8	95.3	98.0	100.0	99.7	99.3
	Days	2.0	2.0	4.3	2.4	1.9	3.1	2.0	2.0	2.0	2.3	2.3	2.3	2.5	2.1	3.4	3.5	2.1	3.8		2.1	2.7	2.2		2.4	3.1	2.2	1.9	1.9	2.0
Norway (NO)	J+3	90.9	92.1	48.3	86.2	95.9	92.1	95.4	93.6	94.1	78.8	85.3	95.7	87.1	85.9	87.8	84.2	90.1	25.6	94.3		90.4	73.6	30.0	55.3	57.1	83.3	97.1	93.5	94.4
	J+5	98.2	98.6	86.6	95.9	99.2	99.5	99.4	99.1	98.6	93.8	97.4	99.5	97.1	98.4	97.3	95.7	99.7	81.2	99.7		100.0	93.3	60.0	89.3	94.3	97.4	99.3	100.0	98.5
	Days	2.3	2.2	4.0	2.6	2.1	2.2	2.1	2.2	2.1	2.9	2.6	2.1	2.4	2.6	2.5	2.6	2.4	4.5	2.1		2.4	3.1	5.1	3.7	3.6	2.5	2.0	2.2	2.2
Poland (PL)	J+3		92.2	48.4	89.7		84.0		86.9	93.9		90.9		81.3	77.3	80.8	85.7	75.1	34.3	91.9			75.5	77.1	90.0	85.3	76.7	90.3		72.4
	J+5		98.4	90.8	98.8		96.0		98.6	98.2		99.2		96.0	95.2	84.6	96.4	97.6	75.8	99.0			95.2	95.1	99.0	96.3	94.2	99.2		94.5
	Days		2.4	3.8	2.5		2.4		2.6	2.3		2.3		2.8	2.9	2.9	2.6	3.0	4.9	2.3			3.1	2.9	2.4	2.7	2.9	2.3		3.2
Portugal (PT)	J+3	83.0	94.1	42.4	83.5	91.5	41.7	86.7	93.2	96.5	64.8	70.0	75.2	88.2	90.5	39.4	19.2	94.0	64.8	96.7	84.2	66.6		44.2	66.4	77.1	92.3	92.5	96.8	90.6
	J+5	98.1	99.2	90.0	96.3	99.1	79.2	98.1	98.8	99.3	94.0	96.4	96.2	98.6	97.8	81.8	50.0	99.0	96.7	98.9	98.4	93.1		90.0	95.6	95.8	98.5	98.8	99.4	97.9
	Days	2.7	2.1	3.9	2.6	2.3	4.3	2.8	2.2	2.0	3.4	3.1	2.9	2.4	2.4	4.2	5.4	2.1	3.4	2.0	2.6	3.4		3.9	3.3	3.0	2.2	2.2	2.0	2.4
Romania (RO)	J+3				74.2	73.6			64.8	31.3	56.4	76.6			12.3						63.0	61.0					78.4		44.8	32.9
	J+5				98.2	96.0			88.1	80.1	87.8	97.1			39.2						93.6	95.4					96.3		90.9	78.0
	Days				2.9	3.1			3.7	4.5	3.6	2.9			7.5						3.3	3.4					2.9		3.7	4.6
Slovak Republic (SK)	J+3	91.7			96.2		65.0		81.9	89.8		86.2				40.0	72.7		46.2	83.7		74.6				75.4				59.3
	J+5	99.6			100.0		95.0		97.4	99.1		99.6				95.0	95.5		85.8	99.4		96.3				97.9				93.1
	Days	2.5			2.1		3.3		2.8	2.6		2.6				3.9	3.3		3.8	2.7		3.0				2.8				3.5
Slovenia (SI)	J+3	95.5			95.7	81.9	18.8			93.4		93.2			66.3	31.0	31.8		59.5		77.5				92.4		70.2		93.0	
	J+5	99.2			100.0	96.4	93.8			98.5		99.6			86.2	79.3	77.3		91.9		90.0				99.1		92.1		98.0	
	Days	2.0			2.3	2.7	4.4			2.1		2.2			3.7	4.0	4.4		3.5		2.9				2.4		3.2		2.2	
Spain (ES)	J+3	92.1	92.4	65.4	87.2	93.5	30.2	89.8	93.4	96.5	76.4	83.3	75.1	89.6	89.7	72.5	32.4	92.6	85.7	95.0	85.5	64.2	95.6	63.9	63.5	78.6		92.3	96.1	92.4
	J+5	98.3	97.8	91.3	97.4	98.5	84.0	98.5	98.8	99.3	95.9	97.5	94.5	98.3	98.3	94.0	79.0	99.2	96.8	99.2	98.4	92.0	99.6	95.7	93.7	97.0		97.7	99.2	98.3
	Days	2.3	2.3	3.4	2.5	2.2	4.4	2.4	2.2	2.0	2.9	2.7	3.1	2.4	2.4	3.1	4.3	2.2	2.6	2.2	2.5	3.4	2.1	3.3	3.4	2.8		2.2	2.0	2.3
Sweden (SE)	J+3	95.7	95.1	50.4	93.2	98.0	94.1	98.6	96.2	98.5	81.2	96.9	94.3	91.7	92.3	95.1	85.9	93.5	81.5	97.9	97.1	91.1	92.1		92.1	82.9	89.0		98.2	94.7
	J+5	98.7	98.8	88.5	99.2	99.7	99.9	99.9	99.0	99.7	94.9	99.5	99.3	98.2	98.3	97.8	97.5	99.7	96.1	99.6	99.7	96.8	99.4		99.7	97.1	98.3		100.0	99.6
	Days	2.1	2.2	3.8	2.3	1.8	2.2	2.0	2.1	2.0	2.8	2.1	2.1	2.3	2.3	2.2	2.6	2.3	3.0	2.0	2.0	2.4	2.3		2.3	2.8	2.4		1.9	2.2
Switzerland (CH)	J+3	98.7	99.2	61.1	96.6	96.8	48.2	97.0	98.1	99.1	86.6	95.0	88.7	93.9	94.9	70.8	59.6	96.8	88.3	98.5	93.1	93.6	96.9	42.8	94.6	81.3	93.9	98.0		98.1
	J+5	100.0	99.7	95.6	99.8	99.1	93.4	99.5	99.7	99.9	96.2	98.8	97.9	98.1	98.7	98.6	97.0	99.4	97.5	99.7	99.4	99.1	98.8	87.7	100.0	98.3	98.5	99.8		99.7
	Days	2.0	2.0	3.3	2.0	2.0	3.7	2.0	1.9	1.9	2.5	2.1	2.4	2.2	2.1	2.9	3.3	2.1	2.5	1.9	2.4	2.3	2.1	3.9	2.1	2.6	2.2	1.9		2.0
United Kingdom (GB)	J+3	92.3	95.5	54.8	85.3	91.7	6.2	93.4	94.7	94.6	81.5	85.4	90.1	94.4	85.8	73.5	72.8	94.2	84.9	88.5	89.5	78.5	91.4	61.2	82.3	68.9	85.3	93.2	94.2	
	J+5	98.1	99.3	91.9	98.0	99.3	74.9	98.6	99.1	99.0	96.3	97.3	98.4	99.2	97.3	92.5	94.7	98.5	97.1	95.2	98.5	95.2	97.6	91.1	97.2	95.7	97.5	97.7	99.1	
	Days	2.2	2.2	3.5	2.7	2.2	5.0	2.2	2.2	2.2	2.8	2.7	2.3	2.2	2.5	3.2	3.1	2.2	2.7	2.4	2.4	3.0	2.3	3.6	2.8	3.2	2.5	2.2	2.1	

IPC publishes UNEX end-to-end results on a yearly basis, reporting on international priority letter mail processed by the national postal operators.

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 e.g. +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 posting date for a 5-day business week, that is to exclude Saturdays and Sundays, and to exclude national and regional postal holidays in the destination country. The following countries have Saturday mail delivery: Denmark, Estonia, France, Germany, Italy, Latvia, Lithuania, Malta, The Netherlands, Norway, Slovenia, Switzerland 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. It mirrors the patterns and the characteristics of real international letter mail such as methods of induction (mail box, post office, pick-up) and of payment (stamp, meter, PP), weight (20g, 50g, 100g), size (C6, C5, C4), addressing (machine-typed or hand-written). The statistical accuracy of 78% of the country-to-country results ranges between 1 and 5%, within a 95 percent level of confidence, while 22% reach an accuracy above 5%, mainly on small volume real mail flows.

External Quality of Service Monitoring Improving the Quality of International Mail

2006 Year Results

UNEX™

Performance Consistency Across Europe

The objectives set by the 1997 European Union Directive on Postal Services (97/67/EC Directive) are to be met on a country-to-country basis.

For J+3, the speed indicator, the measure in the UNEX-18 group shows that 88 percent of 306 country-to-country flows met the 85%-J+3 EU objective. In the UNEX-29 measure, 63 percent of all 662 flows met the objective.

For J+5, the reliability indicator, the measure in the UNEX-18 group shows that 91 percent of 306 country-to-country flows met the 97%-J+3 EU objective. In the UNEX-29 measure, 68 percent of all 662 flows met the objective.

Independence of Results

The validity and independence of the statistics are guaranteed by the UNEX external measurement contractors, IBM Global Business Services (Lyngby, Denmark) and Research International Ltd (London, United Kingdom).

UNEX Design in Europe

The UNEX system uses test letters to sample the performance of the end-to-end cross-border mail flows. The test letters are posted and received by people selected by a contractor, 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 formats and sizes, posting method, payment, and location of posting and receipt of the real mail stream.

In 2006, about 350,000 test letters representative of real mail, were sent in 662 country-to-country mail streams, covering both urban and rural areas in Europe.

UNEX Measurement System

The design is in compliance with the CEN standard *EN13850 Postal services - Quality of service - Measurement of the transit time of end-to-end services for priority and first class mail* which specifies the methodology for monitoring of quality of service in the European Union. Conformance to this standard is mandatory for the 25 national Posts in the European Union.

Radio Frequency Identification (RF-ID) Technology

Most of the test letters contain a Radio Frequency Identification (RF-ID) device so that as a 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 RF-ID Network run by the 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, covering 250 sites with 1200 radio receivers. This RF-ID technology has been in use for postal quality of service measurement for over 10 years.

The International Post Corporation SC (IPC) is a cooperative association of 23 national postal operators with the following corporate mission: Members recognise IPC as the natural partner and industry organisation for improving service quality, promoting cooperation and interoperability and for providing informed analysis on postal and adjacent markets. IPC members are: Australia Post, Österreichische Post AG (Austria), De Post/La Poste (Belgium), Canada Post, the Department of Postal Services (Cyprus), Post Danmark, Finland Post Corporation, Groupe La Poste (France), Deutsche Post AG (Germany), Hellenic Post ELTA (Greece), Magyar Posta (Hungary), Iceland Post, An Post (Ireland), Poste Italiane S.p.A. (Italy), Postes et Télécommunications (Luxembourg), TNT NV (The Netherlands), Norway Post, CTT Correios de Portugal SA, Correos y Telégrafos (Spain), Posten AB (Sweden), Swiss Post, Royal Mail Group plc (United Kingdom), and the United States Postal Service.

In 2006, the UNEX Monitoring System covered IPC 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) and Pošta Slovenije (Slovenia).

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