

Quality of Service Objectives, Performance and Measurement in Relation to Community Universal Postal Service

Appendices:
Member States
Accession Countries
Stakeholders' Views

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The views and opinions expressed in this study are those of the authors and do not necessarily reflect the position of the European Commission.

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Abbreviations – Country Codes

Code	Country
AT	Austria
BE	Belgium
BG	Bulgaria
CY	Cyprus
CZ	Czech Republic
DE	Germany
DK	Denmark
EE	Estonia
EL	Greece
ES	Spain
FR	France
HU	Hungary
IE	Ireland
IS	Iceland
IT	Italy
LT	Lithuania
LU	Luxembourg
LV	Latvia
MT	Malta
NL	Netherlands
NO	Norway
PL	Poland
PT	Portugal
RO	Romania
SE	Sweden
SF	Finland
SI	Slovenia
SK	Slovakia
TR	Turkey
UK	United Kingdom

A
Appendix Member States

A1 Universal postal services

Table A 1-1: Regulatory reference documents of universal service obligations

Member State	Regulatory reference document
AT	Austrian Postal Law 1997
BE	Art. 142 of the Act of 21 March 1991 (as modified by the transposition of the 97/67/EC Directive)
DE	Postal Universal Service Ordinance (PUDLV)
DK	§7 in the Executive Order on the Concession Granted to Post Denmark
EL	Law 2668/98
ES	Art. 15 Ley 24/1998
FR	Post & Telecom Code; Schedule of obligations; Universal service list from La Poste
IE	S.I .616 of 2002
IT	Art. 3 Legislative Decree n.261/99
LU	Loi du 15.12.00 art. 2.6 + 7
NL	n/a
PT	Art. 6 of law no. 102/99, of 26/07; Clause 2 of Concession Contract of 01.09.2000; Art. 4 of Decree-Law 150/2001 of 07/05
SE	Postal Act 1993/1684
SF	Postal Services Act 313/2001
UK	Royal Mail licence March 2001 und Postal Services Act 2000
IS	Law on Postal Services
NO	Licence

Table A 1-2: Possibilities of work sharing

	AT	BE	DE	DK	EL	ES	FR	IE	IT	LU	NL	PT	SE	SF	UK
Items of correspondence	Prepaid/metered	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓
	Pre-sorting 1 (postal code)	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
	Pre-sorting 2 (delivery sequence sorting)						✓	✓			✓		✓	✓	✓
	Pre-coding			✓			✓		✓		✓	✓		✓	
	Transport to outward sorting facility	✓	✓	✓			✓			✓	✓	✓			
	Transport to inward sorting facility	✓	✓	✓			✓	✓	✓		✓				
Parcels	Prepaid/metered	✓	✓	✓	✓	✓	✓				✓		✓		✓
	Pre-sorting 1 (postal code)	✓	✓	✓	✓	✓	✓	✓				✓		✓	✓
	Pre-coding	✓		✓									✓	✓	
	Transport to outward sorting facility	✓	✓							✓			✓		
	Transport to inward sorting facility	✓	✓				✓	✓		✓			✓		

- The Norwegian USP offers the possibility of posting prepaid/metered letters or parcels and of pre-sorting letters by postal code. In Iceland customer could send prepaid or metered letter items as well as they could pre-sort their mail by postal code. Furthermore pre-coding for parcels is available.

Table A 1-3: Services outside the universal service

Member State	Express	Courier	Document exchange	Unaddressed items
AT	✓			✓
BE	✓	✓	✓	✓
DE	✓	✓		✓
DK	✓	✓		✓
EL	✓	✓		✓
ES	✓			✓
FR	✓	✓		✓
IE	✓	✓		✓
IT	✓	✓		✓
LU	✓	✓		✓
NL	✓	✓		✓
PT	✓	✓		✓
SE		✓		✓
SF	✓	✓		
UK				✓
IS	✓	✓		✓
NO	✓	✓		✓

Table A 1-4: Value-added services

Member State	Track & trace			Hybrid mail
	Registered items	Insured items	Parcels/packages	
AT			2003	
BE	2003	2003	2004	✓
DE	✓	✓	✓	✓
DK	✓	✓	✓	
EL	✓	✓		
ES ¹			✓	✓
FR	✓	✓	✓	✓
IE	✓	✓	✓	✓
IT	✓	✓	✓	✓
LU	2005	2005	✓	
NL	✓	✓	✓	✓
PT	✓	✓	2003	✓
SE	✓	✓	✓	✓
SF	✓	✓	✓	✓
UK	✓		✓	
IS	✓	✓	✓	
NO			✓	

1. In Spain track & trace only for parcels outside the universal service.

A2 Transit time

Table A 2-1: Regulatory objectives with regard to important QoS dimensions – an overview

Member State	Transit time	Loss & damage	Complaints	Queuing time
AT	2004			
BE	✓		✓	✓
DE	✓			
DK	✓			
EL	✓			
ES	✓		✓	
FR	✓		✓	
IE	✓			
IT	✓		✓	
LU	✓		✓	
NL	✓			
PT	✓	✓	✓	✓
SE	✓		✓	
SF	✓			
UK	✓			✓
IS	✓			
NO	✓			

Table A 2-2: Legal sources of QoS objectives and requirements

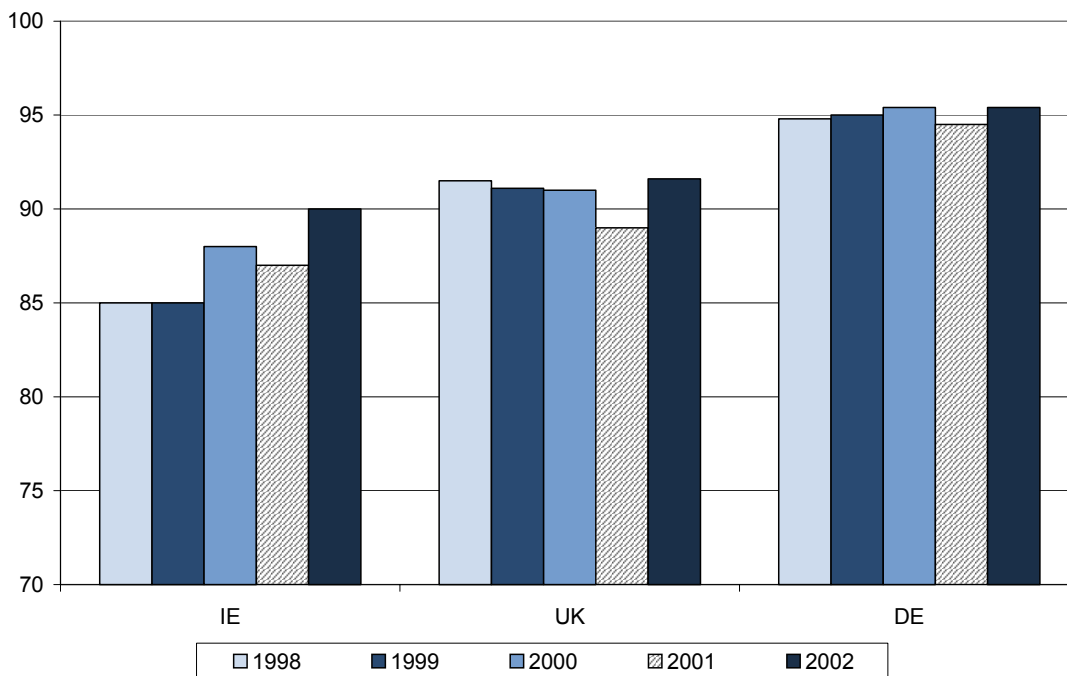
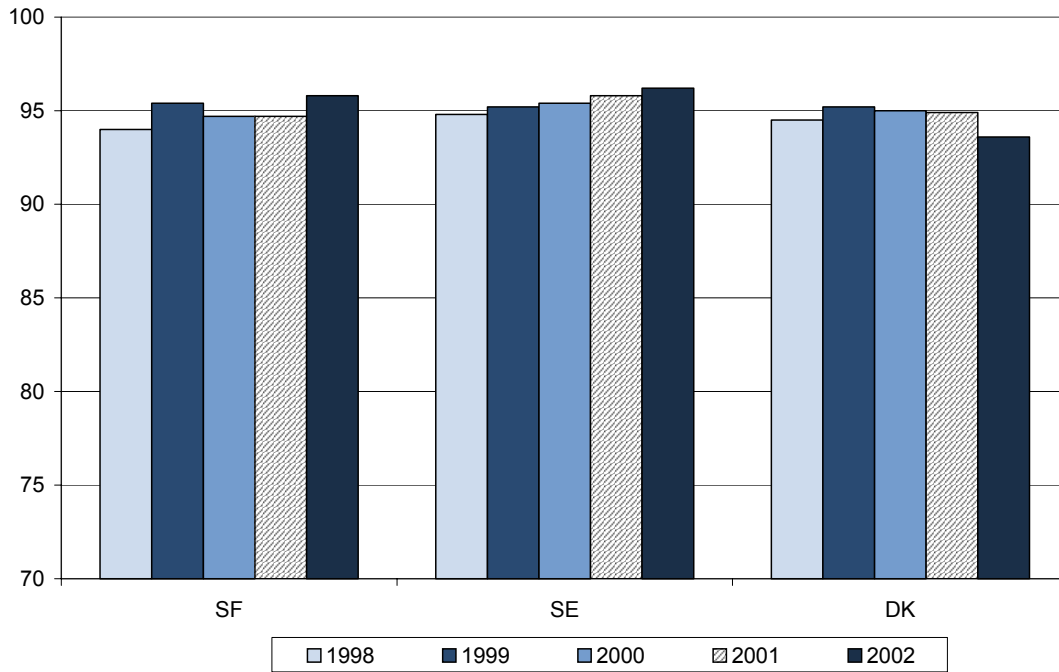
Member State	Regulatory reference document
AT	Austrian Postal Law 1997 Ordinance of the Postal Universal Service (will be adopted in 2004)
BE	Art. 142 of the Act of 21 March 1991 Management Contracts 1997, 2002 Secondary Legislation (to be adopted) Royal Decree on the Mediation service in certain public companies
DE	Postal Act Postal Universal Service Ordinance (PUDLV, 1999) Postal Service Ordinance (PDLV)
DK	Act on Postal Business Executive Order on the Concession Granted to Post Denmark (1995)
EL	Law 2668/1998 Ministerial Decision 79293/2000
ES	Art. 17 Ley 24/1998 Real Decreto 1829/1999 Real Decreto 444/2001 Plan de Prestación del Servicio Postal Universal
FR	Schedule of obligations Contractual Plan 1995/1998 (new one is in progress) "Transposition Law" of the Directive The Posts and Telecommunications Code
IE	ODTR 01/73 S.I. 616 of 2002 ComReg 02/119 ComReg 03/50
IT	Legislative decree n.261/99 Governmental contract Regulations and quality paper
LU	Loi du 15.12.00 Règlement Grand-Ducal du 10.03.01
NL	n/a
PT	Law 102/99 Decree-Law 176/88 Concession Contract of 01.09.2000 Agreement signed between the NRA and the USP 2001/2003
SE	Postal Act 1993/1684 Postal Ordinance 1993/1709 License terms and conditions issued by the NRA
SF	Postal Services Act 313/2001
UK	Postal Services Act 2000 Royal Mail license (2001, amended 2003)
IS	Universal Service Regulation (2003) USP provisions Law on Post- and Telecom Administration Law on Postal Services
NO	Licence

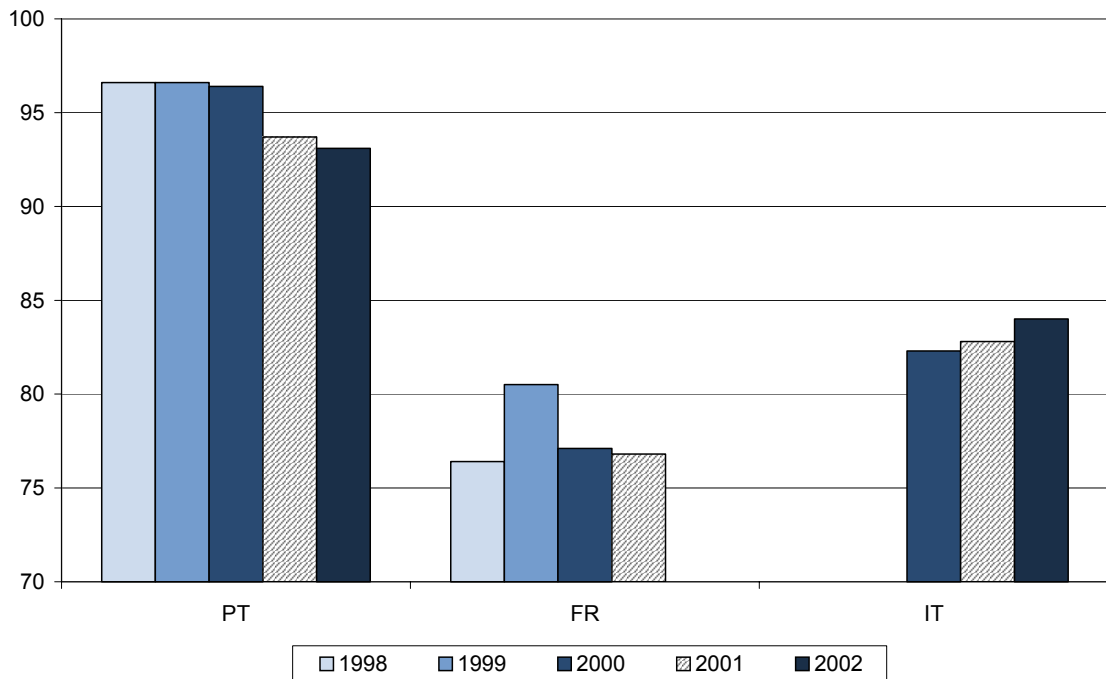
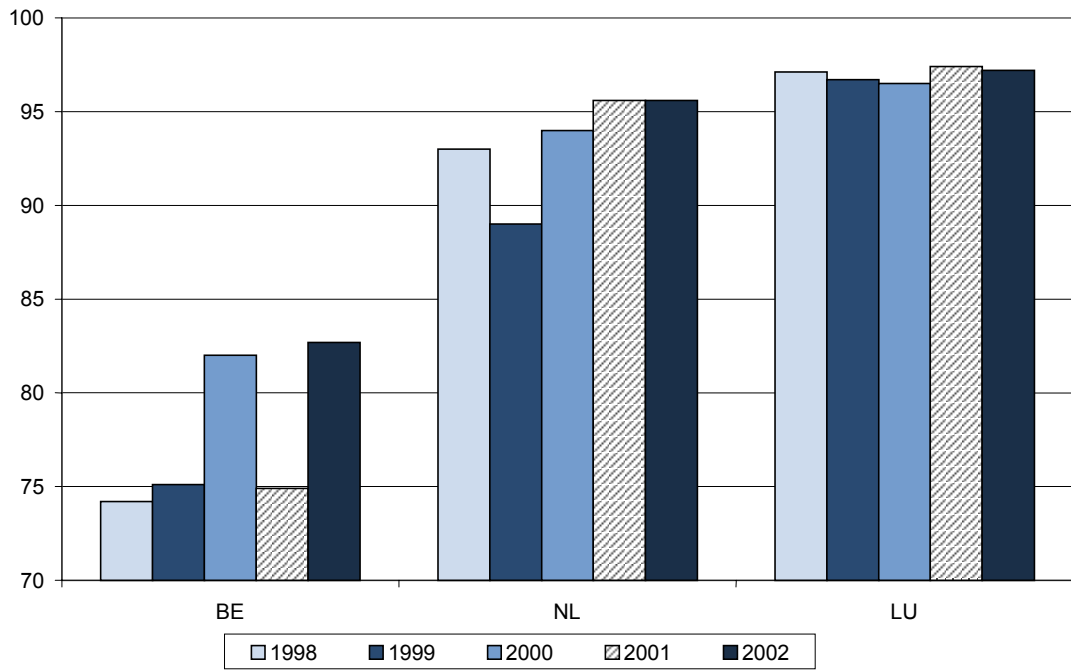
Table A 2-3: Intra-Community transit time objectives for priority mail in Greece

Year	Zone A ¹				Zone B ²			
	outgoing		incoming		outgoing		incoming	
	D+3	D+5	D+3	D+5	D+3	D+5	D+3	D+5
2001	75%	93%	70%	93%	65%	85%	60%	85%
2002	80%	95%	78%	95%	70%	90%	68%	90%
2003	85%	97%	80%	97%				

1. Countries with a daily direct flight connection (all the MS of the EU besides those of Zone B).
2. Countries without a daily direct flight (i.e., Portugal, Ireland, Norway, Finland, Iceland)

Figure A 2-1: Domestic transit time performance 1st class mail (D+1 in %)





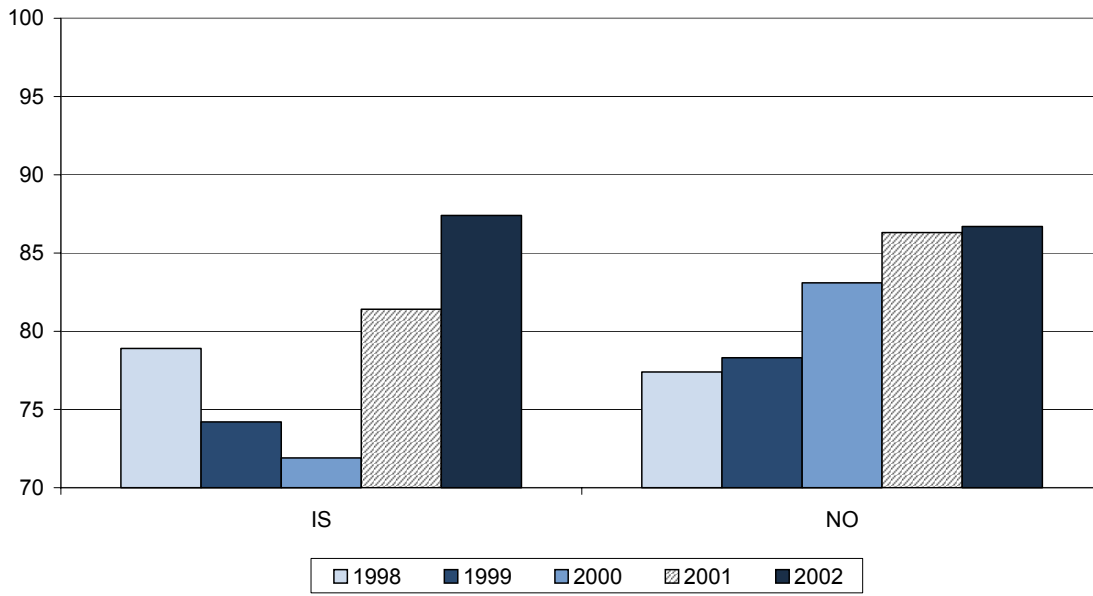


Figure A 2-2: D+3 objective and performance for priority mail in Spain (in %)

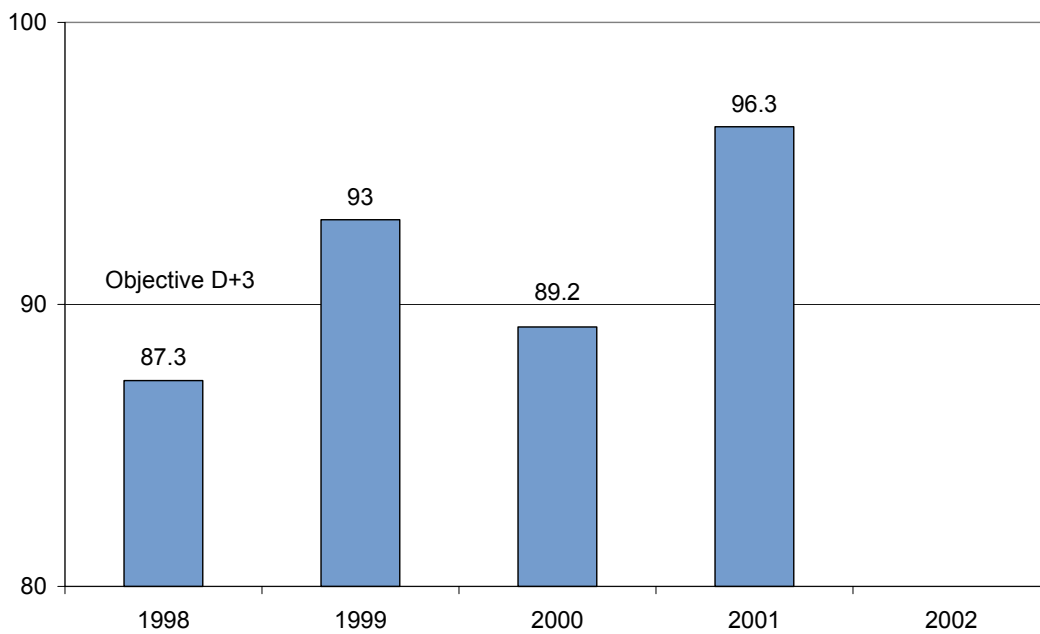


Figure A 2-3: Transit time objectives and performance for domestic 2nd class mail (D+3 in %)

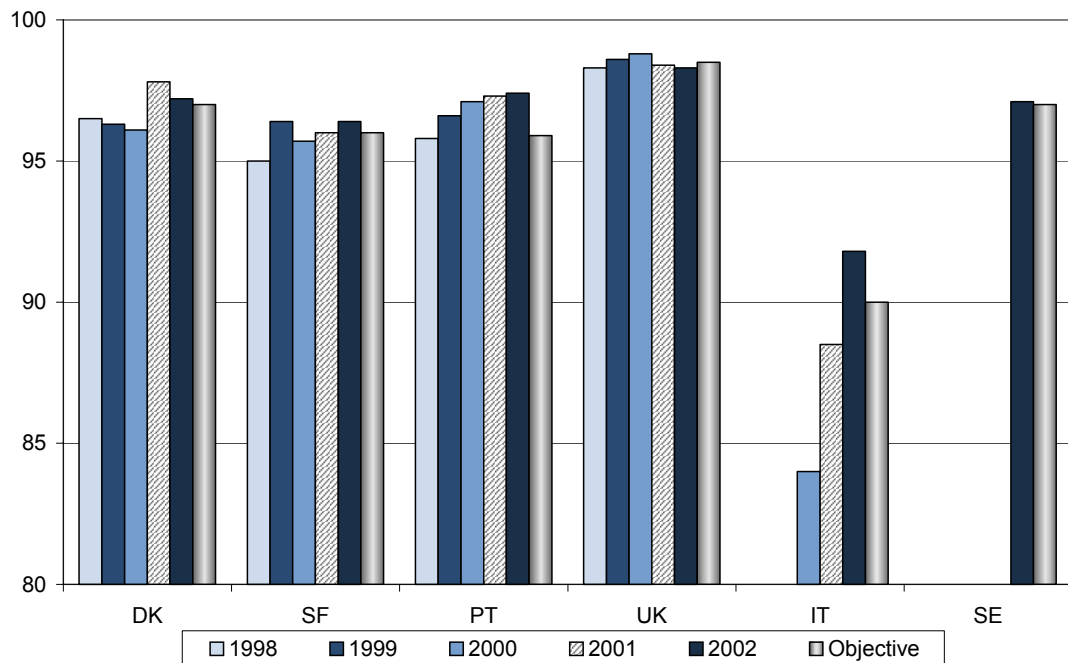


Table A 2-4: Transit time objectives and performance for domestic 2nd class mail in France and Italy (D+4 in %)

	FR	IT
Objective D+4	97	97
1998	93.2	
1999	92.2	
2000	88.1	
2001	81.4	95.3
2002		98

Figure A 2-4: Transit time objectives and performance for parcels (D+1 in %)

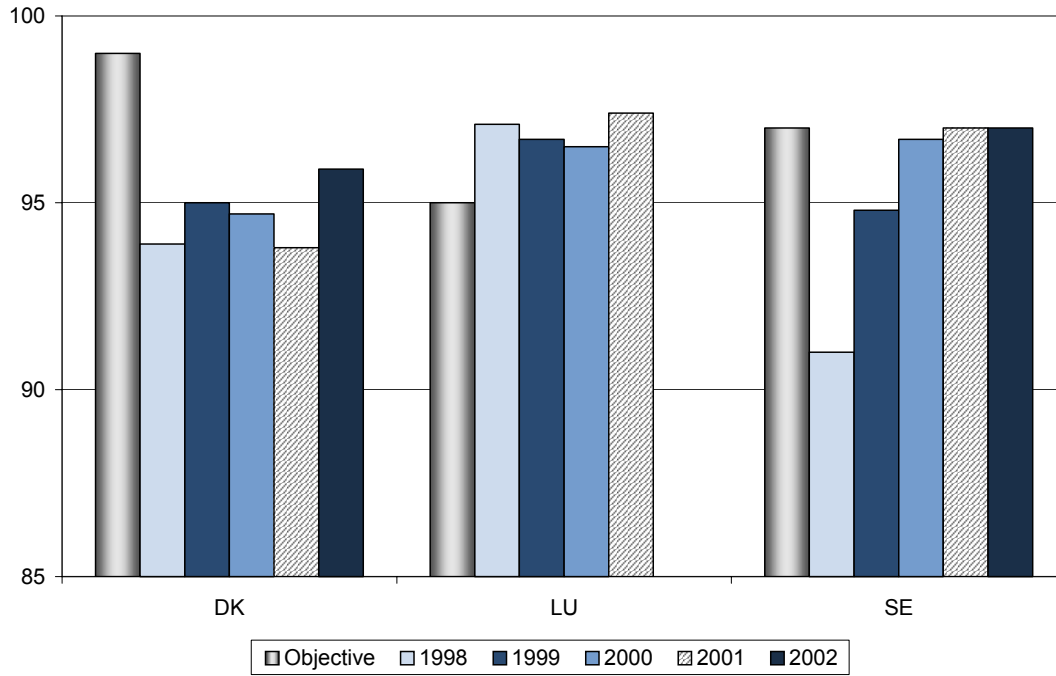


Table A 2-5: Transit time objectives and performance for parcels (D+2 in %)

D+2	DE	FR
Objective	80	85
2000	>80	n/a
2001	>80	85.9
2002	>80	85.9

Figure A 2-5: Transit time objectives and performance for parcels (D+3 in %)

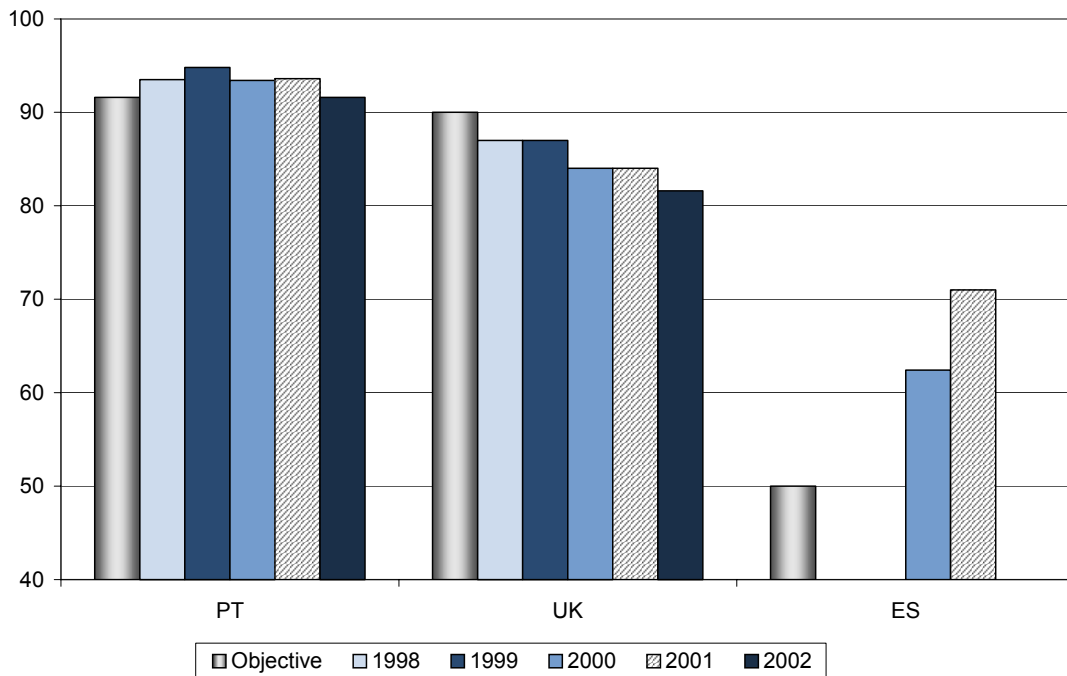


Table A 2-6: Transit time objectives and performance for parcels (D+5 in %)

D+5	IT	ES
Objective	90	75
2000	n/a	86.8
2001	n/a	85.3
2002	96.6	n/a

Figure A 2-6: D+1 transit time performance of parcels in Denmark as of 1998 (differentiated in B2B, B2C, C2C) in %

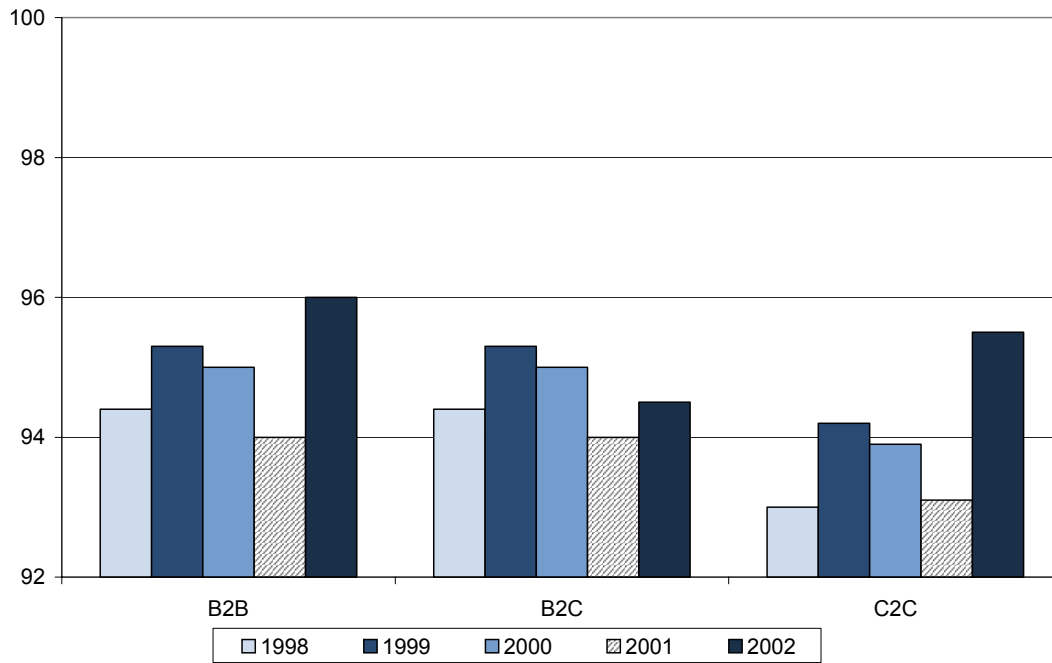


Table A 2-7: Transit time objectives and performance for direct mail (in %)

	DE D+4	SF D+3	FR D+7	PT D+5	SE D+3	UK D+1
Objective	95	85	97	95	97	91
1998	93	81.2	95.1	n/a	n/a	n/a
1999	92	n/a	94.2	n/a	n/a	n/a
2000	93	77,6	86	93.5	n/a	n/a
2001	95	80.5	94.1	94.5	n/a	n/a
2002	96	78	n/a	95	97.1	96.7

Figure A 2-7: Objectives and performance for newspapers in Germany (in %)

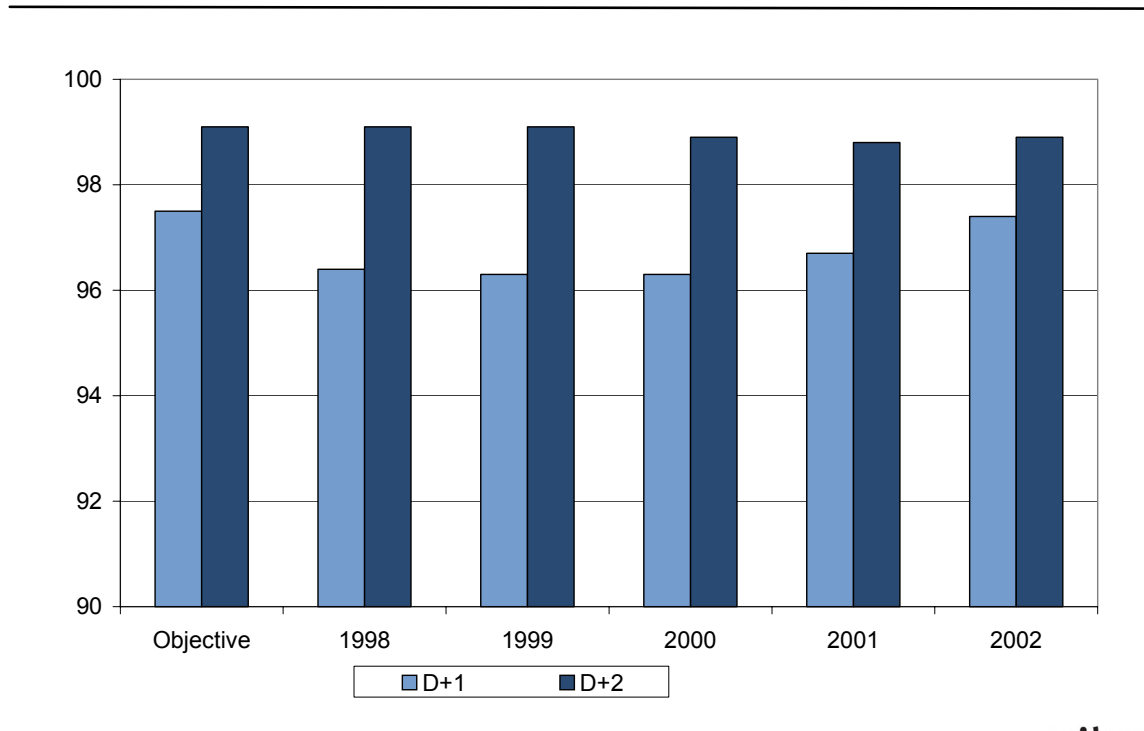


Figure A 2-8: Performance of newspapers in France (in %)

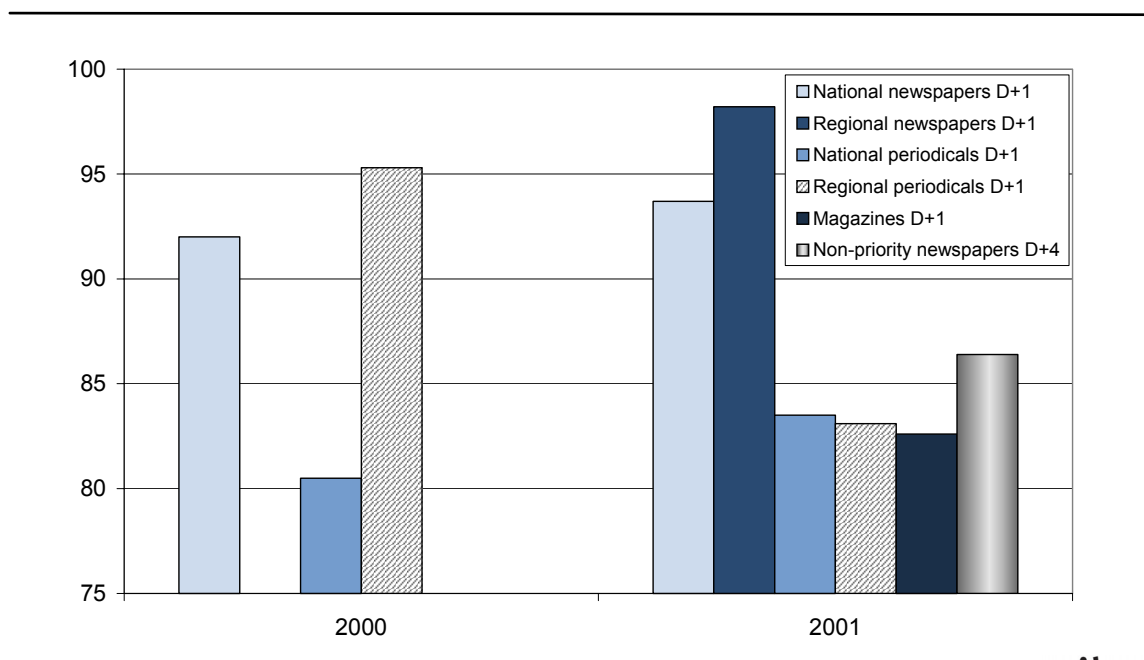


Figure A 2-9: Transit time objectives and performance for newspapers and magazines in Denmark (in %)

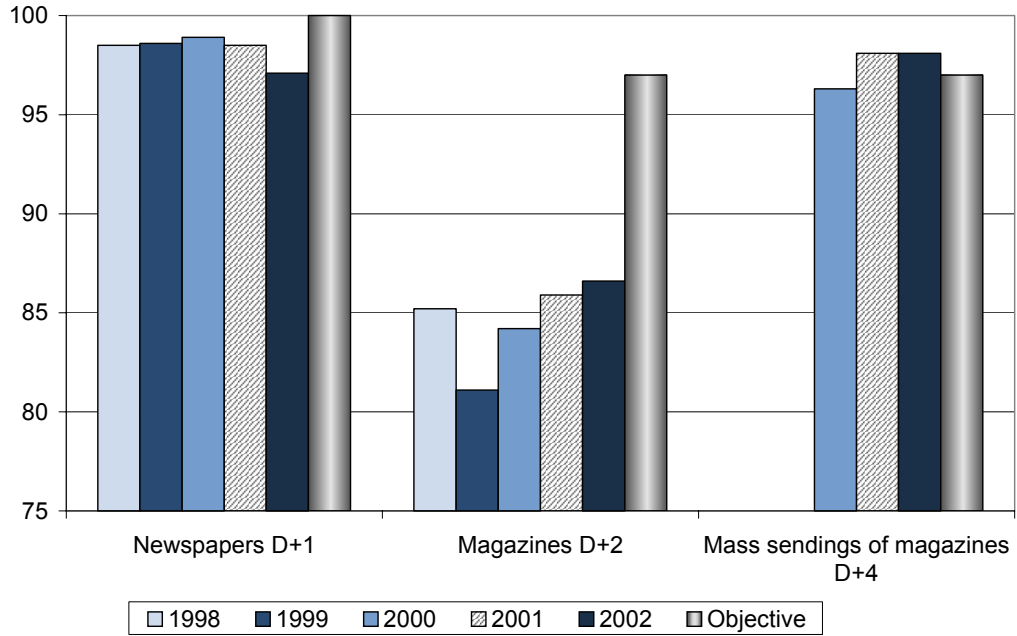


Figure A 2-10: Objective and performance for publications in Portugal (in %)

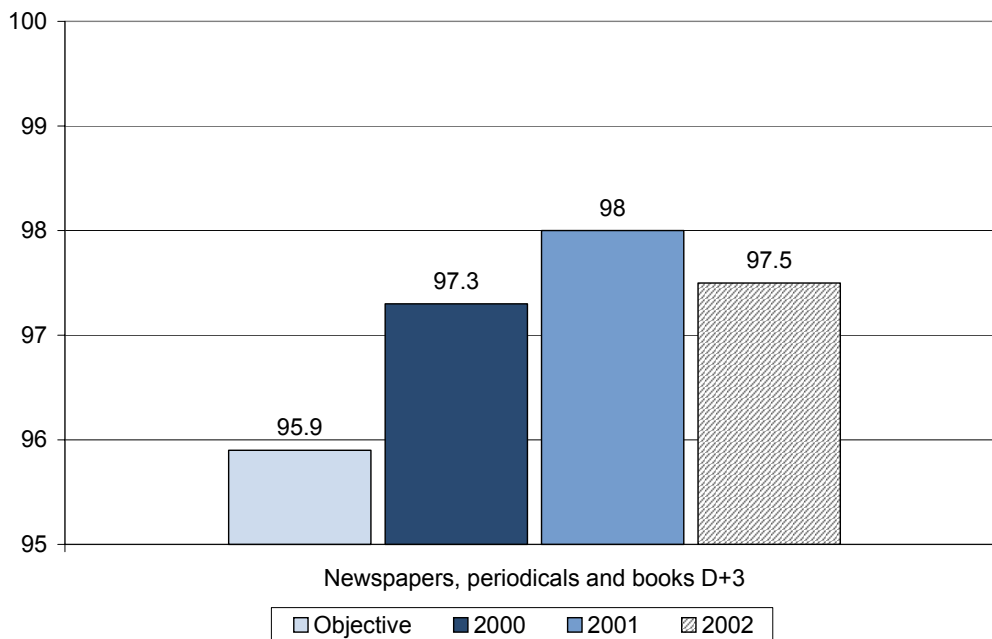


Figure A 2-11: Objective and performance for periodicals in Finland (in %)

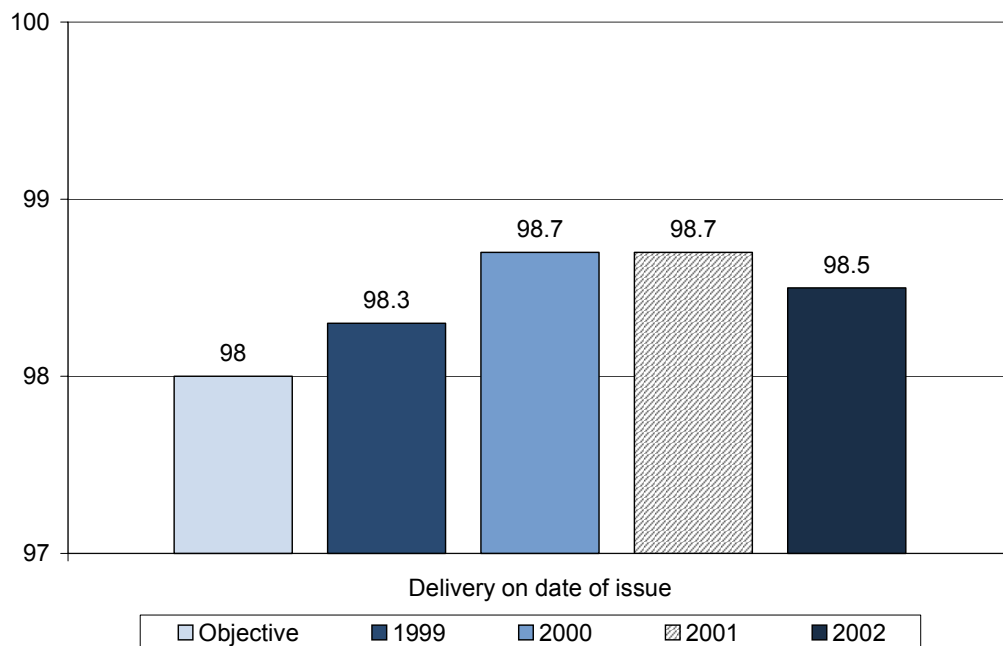


Table A 2-8: Regularity and acceptance of measurement

	1 st class	2 nd class	Direct mail	Newspapers, periodicals	Other publications	Packages/ parcels
AT	r/a					r/a
BE	r/a*	r/a		i/a		
DE	r/-*		r/-	r/-		r/-
DK	r/a	r/a		r/a		r/a
EL	r/-*	i/-	i/-			i/-
ES	r/a*					r/a
FR	r/a	r/-	r/-	r/-		r/-
IE	r/a*		i/-			r/-
IT	r/a**	r/a	i/-	i/-		r/-
LU	r/a					r/a
NL	r/a					
PT	r/a	r/a	r/a	r/a	r/a	r/a
SE	r/a	r/i				r/-
SF	r/a	r/-	r/-	r/-		
UK	r/a	r/a	r/a	r/a		r/a
IS	r/-					
NO	r/a	r/a				r/-

r Regular measurement.

a Measurement method approved by the NRA.

- Measurement method not approved by the NRA.

* NRA additionally measures 1st class transit time.

** Only NRA measures 1st class transit time.

Table A 2-9: Characteristics of the sample design for the transit time measurement of domestic priority mail

Member State	Single piece and bulk items	All formats	All weight classes	All regions and distances	All types of induction	All types of delivery
AT	✓	✓	✓	✓	✓	✓
BE		✓	✓	✓		
DE		✓	✓	✓	✓	✓
DK	✓	✓	✓	✓	✓	✓
EL		✓	✓	✓		✓
ES		✓	✓	✓		
FR		✓	✓	✓	✓	✓
IE		✓	✓	✓	✓	✓
IT				✓		✓
LU				✓		✓
NL	✓		✓	✓		
PT				✓		
SE	✓	✓	✓	✓	✓	✓
SF				✓		✓
UK	✓	✓		✓	✓	
IS	✓			✓	✓	✓
NO		✓		✓	✓	✓

Table A 2-10: Types of induction

	Street boxes	Post offices	Senders premises	Sorting centers	Agencies
AT	✓	✓	✓	✓	✓
BE	✓	✓	✓		
DE	✓	✓	✓	✓	✓
DK	✓	✓	✓	✓	✓
EL	✓	✓		✓	✓
ES	✓	✓			
FR	✓	✓	✓	✓	✓
IE	✓	✓	✓	✓	✓
IT	✓	✓			✓
LU	✓	✓	✓		
NL	✓			✓	
PT	✓	✓			
SE	✓	✓	✓	✓	✓
SF				✓	
UK	✓	✓	✓	✓	✓
IS	✓	✓	✓	✓	✓
NO	✓	✓	✓	✓	✓

A3 Loss and damage of postal items

Table A 3-1: Measurement of lost mail

Member State	Domestic				Cross-border	
	Priority	Non-priority	Registered & insured items	Packages/ Parcels	Priority/ 1 st class	Packages/ Parcels
BE	V	V	V	V	V	
DK			V	V		V
EL			V	V		V
IT			V			
LU	V		V	V	V	
PT	R	R	V	V	V	V
SE	R	R	R	R	R	R
SF	V	V	V	V	V	V
UK	R	R	R	R		
IS	V		V	V	V	V
NO	V	V	V	V	V	V

R Required by regulation / V Voluntary measurement

Table A 3-2: Definition of loss of mail

Member State	Service	Mail defined as lost
AT ¹	cross-border 1 st class mail	D+20
	cross-border 2 nd class mail	D+27
BE	intra-Community (+CH, IS, NO) cross-border priority mail	D+20
	other cross-border	D+60
DE	all	D+7
DK	all	D+10
ES	all	D+30
FR	cross-border 1 st class mail	D+20
	cross-border 2 nd class mail	D+27
IT	Domestic registered mail	D+30
NL	all	D+30
PT	domestic priority mail	D+10
	domestic non-priority mail	D+15
SE	Domestic mail	D+30
	Mail to Nordic countries	D+45
	Other cross-border mail	D+60
SF	domestic letter mail	D+7
	international letter mail	D+30
UK	1 st class product and special delivery (D+1)	D+17
	2 nd class products and standard parcel (D+3)	D+19
	Mailsort 3 (D+7)	D+23
IS	all	D+30
NO	all	D+30

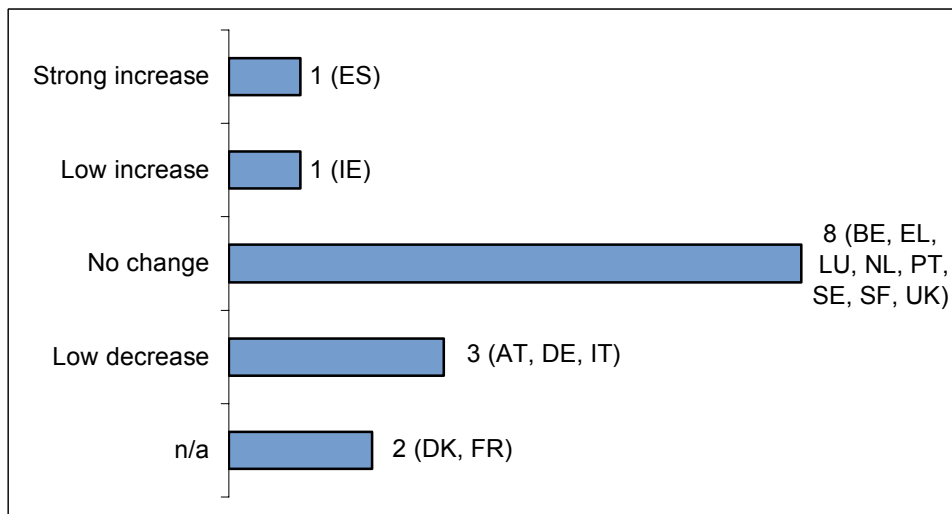
¹ Definition set by the REIMS II agreement.

A4 Access to the postal network

Table A 4-1: Requirements regarding access to postal services

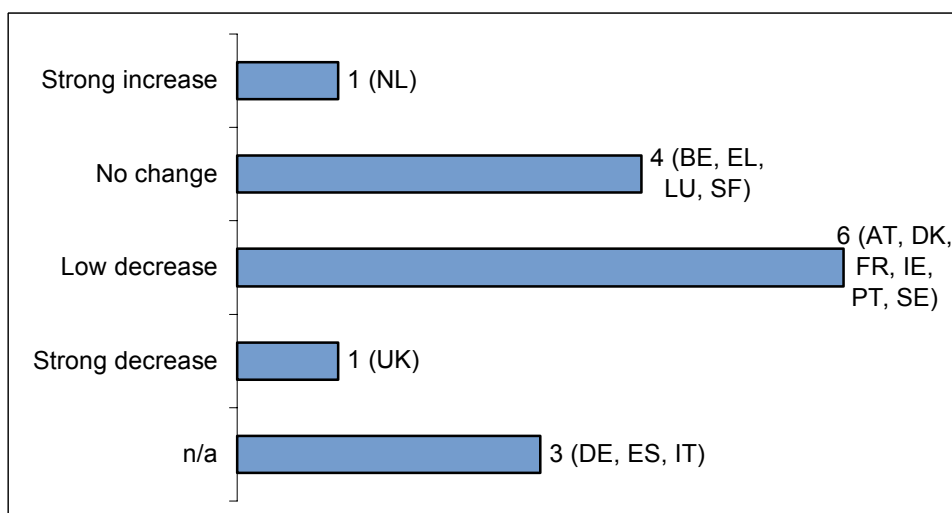
Member State	Letter boxes			Post offices			
	Daily clearance time	Information about next collection	Marking last collection	Minimum opening hours	Queuing time	Provided information	Minimum services
AT		✓		✓			✓
BE			✓	✓	✓	✓	✓
DE		✓				✓	✓
DK		✓	✓			✓	
EL	✓			✓		✓	✓
ES			✓		✓	✓	
FR		✓				✓	✓
IE			✓				
IT	✓	✓	✓	✓		✓	✓
LU	✓	✓	✓	✓			
NL	✓		✓			✓	✓
PT			✓	✓	✓	✓	✓
SE		✓					
SF			✓				✓
UK					✓		✓
IS	✓			✓			
NO		✓				✓	✓

Figure A 4-1: Changing the number of letter boxes in the future



* Icelandic and Norwegian USP do not intend to change the number of letter boxes.

Figure A 4-2: Changing the number of postal outlets in the future



* Icelandic and Norwegian USP do not intend to change the number of postal outlets.

A5 Delivery

Table A 5-1: Modes of delivery

Member State	Premises of the addressee	Curb side	Central places	P.O. boxes	Poste restante
AT	R	R		R	R
BE	R			V	V
DE	R	R	R	V	V
DK	R	(R)	(R)	V	V
EL	R	V	V	R	R
ES	R			R	R
FR	V	V		V	V
IE	R	V		V	V
IT	V	V		V	V
LU	R			R	R
NL	V	V		V	V
PT	R	R		R	R
SE	V	V	V	V	V
SF	R	(R)		R	R
UK	R	V		V	V
IS				V	V
NO		V		V	V

R Required by regulation / V Voluntary measurement / (R) Not measured despite requirement

Table A 5-2: Estimated shares of different delivery modes*

Member State	Premises of the addressee	Curb side	Central places	P.O. boxes	Poste restante
DE	80%		0,1%	20%	0,3%
EL	80%	2%	10%	5%	3%
IE	96%	3%		<1%	0,5%
IT	85%	0,5%		10%	0,5%
LU				4%	0.001%
NL				3%	< 0.001%
PT	90,5%	1,5%		8%	negligible
SE	80-85%		1%	5%	0.1%
UK	99.5%	0.01%		0.5%	negligible

- No data available for the other Member States.

A6 Access to information

Table A 6-1: Requirements of information provision

Member State	Provision of information about					
	products and prices	transit times	loss and damage	access to postal network	postal code system	complaints and redress procedures
AT	V	R	V	V	V	V
BE	R	R	R	R	V	R
DE	R	V			V	
DK	R	R	V	R	V	R
EL	R	R		V	V	R
ES	R	R	R	R	R	R
FR	R	R			V	R
IE	R	R	R	V	V	R
IT	R	R		V	V	R
LU	R	R	R	R	V	R
NL	V	V	V	V	V	V
PT	R	R	R	R	V	R
SE	R	R	R	R	R	R
SF	R	R		V	V	R
UK	R	R	R	R	R	R
IS	R	R	R	R	R	R
NO	R	R	R	R	V	R

R Required by regulation / V Voluntary measurement

Table A 6-2: Channels of information provision

Member State	Post offices	Public locations	Leaflets	Annual report	Website
AT	V		V	R	V
BE	R		R	R	V
DE	R		V	V	V
DK	R	V	R	R	R
EL	R	R	R	R	R
ES	R		V	V	V
FR	R		R	R	V
IE	R		R	R	R
IT	R		R	R	V
LU	V		R	R	R
NL	V		V	V	V
PT	V	V	V	V	V
SE	R	V	R	V	R
SF	R		R	R	R
UK	V	V	V	R	V
IS	V		R	V	R
NO	R		V	V	R

R Required by regulation / V Voluntary measurement

A7 Complaints and redress procedures

Table A 7-1: Objectives for the maximum handling times of complaints

Member State	Days	Distinctive feature (e.g. service, region)	Reg.	Vol.
BE	30	Domestic items	✓	
	40	Cross-border items (Western Europe)	✓	
	90	Cross-border items to other countries	✓	
DK ¹	14	Domestic letters and letters from abroad		✓
	90	Letters to abroad		✓
	7	Domestic parcels from business customers		✓
	14	Domestic parcels from private customers		✓
	14	Parcels from abroad		✓
	21-90	Parcels to abroad		✓
EL	10	All complaints		✓
ES	30	All complaints	✓	
FR	30	Domestic mail	✓	
	45	Overseas island mail	✓	
	60	Cross-border mail (REIMS countries)	✓	
	90	Cross-border mail (others)	✓	
IE	7	1 st class domestic letters		✓
	30	Domestic registered letters		✓
	60	Cross-border priority and registered letters		✓
IT	40	Domestic mail		✓
	40	Parcels		✓
	50	All complaints	✓	
LU ²	30	Domestic items	✓	
	60	Cross-border items (Western Europe)	✓	
	180	Cross-border items (rest of the world)	✓	
NL	14	Time for reaction		✓
PT	30	Domestic services	✓	
SE	2	Simple complaints and internal requests		✓
	10	Domestic complaints that need investigation		✓
	30	Domestic mail	✓	
	40	Cross-border mail	✓	
SF	5	Generally		✓
	30	Loss of mail		✓
UK ³	10	All complaints		✓

1. For each category the maximum handling time shall be maintained for at least 95% of the particular complaints (98% for parcels from EPG members).

2. Within 10 days an initial knowledge answer has to be given by the USP.

3. Additionally, 85% of the telephone calls in the UK shall be answered within 15 seconds.

* In Norway 80% of the complaints by telephone should be answered during the call (voluntary).

Table A 7-2: Initial knowledge reply

Member State	Time of days
BE	Within 8 working days following the receipt of the complaint if inquiries take longer than 30 days short explanation is given
EL	If the procedure takes longer than the objective time
ES	Within 15 days; regarding cross-border mail 1 month
FR	Receipt for a complaint submitted
IE	Not specified
LU	Not later than 10 days
NL	Not specified
SE	Within 2 days information is given about registration, name and telephone number of the responsible employee
SF	First answer and information on estimated survey time if inquiry takes longer
IS	If the survey takes longer
NO	Within 3 days

Table A 7-3: Media of complaints

Member State	Mail	Phone	e-mail	website	call-centre
AT	✓	✓	✓	✓	✓
BE	✓	✓	✓	✓	✓
DE					
DK	✓	✓	✓	✓	✓
EL	✓	✓			✓
ES	✓	✓	✓	✓	✓
FR	✓	✓	✓	✓	✓
IE	✓	✓	✓		✓
IT	✓	✓	✓	✓	✓
LU	✓	✓	✓	✓	✓
NL	✓		✓	✓	✓
PT	✓	✓	✓	✓	✓
SE	✓	✓	✓	✓	✓
SF	✓	✓	✓	✓	✓
UK	✓	✓	✓	✓	✓
IS	✓	✓	✓	✓	✓
NO	✓	✓	✓	✓	✓

A8 Customer satisfaction

Table A 8-1: Customer satisfaction surveys

Member State	Index	Objective
DK	EPSI index for private customers	73 points
	EPSI index for business customers	71 points
	Customer satisfaction with behaviour and competence of the postal personnel	79 points
PT	Overall satisfaction index	70%
	Customer satisfaction with behaviour and competence of the postal personnel	70%
	Customer satisfaction with the appearance of the postal outlet	70%
SE	Overall customer satisfaction index	62 points
	Reliability	71 points
	Business Partners	63 points
SF	General customer satisfaction index	85 points
	View of reliability	90 points
UK	Percentages of business customers very satisfied with overall service provided	
NO	Postal outlets	70 points

Table A 8-2: Issues of customer satisfaction surveys

Member State	domestic transit time	cross-border transit time	loss	letter boxes	post offices	delivery	information	complaints
AT					✓			
BE	✓		✓	✓	✓	✓	✓	✓
DE	✓					✓	✓	✓
DK	✓		✓	✓	✓	✓	✓	✓
EL								
ES	✓	planned	✓	planned	✓	✓	✓	✓
FR	✓		✓	✓	✓	✓	✓	✓
IE	✓	✓		✓	✓	✓	✓	✓
IT					✓			✓
LU								
NL	✓				✓	planned		
PT	✓		✓	✓	✓	✓	✓	✓
SE				✓	✓	✓	✓	✓
SF	✓	✓	✓	✓	✓	✓	✓	✓
UK	✓				✓	✓	✓	✓
IS	✓	✓	✓	✓	✓	✓	✓	✓
NO				✓	✓	✓	✓	✓

Table A 8-3: Differentiation between customer groups

Member State	Business customers and consumers	Small and large customers
AT		
BE	✓	✓
DE	✓	✓
DK	✓	✓
ES	✓	✓
FR	✓	✓
IE	✓	✓
IT	✓	✓
NL		
PT	✓	✓
SE	✓	✓
SF	✓	✓
UK	only business customers	✓
IS	only business customers	✓
NO		

A9 Publication of QoS objectives and performances

Table A 9-1: Publication – media and intervals

Member State	Media and interval of Publication
AT	Ministry is annually informed by the USP
BE	Annual report of the NRA, website (intermediate results twice a year)
DE	Annual report of the NRA, activity report, regulators website; on demand quarterly results published in a leaflet
DK	Annual report of the USP, quarterly information on domestic transit time and access to postal offices in press releases, on website and at post offices
EL	Half-annual publication of the performance by EETT (National Committee for Posts & Telecommunications) in daily press
ES	Annual report
FR	Annual execution report of the contractual plan
IE	Annual report of the USP; intermediate results biannually on website and in press releases of the NRA
IT	Half-annually publication in the Official Journal (complaints annually)
LU	Annual report
NL	Quality of service newsletter and website of the USP (half-annually results)
PT	Annual report, Official journal, website; customer service centre on demand, monthly information on transit times and customer satisfaction in Post offices
SE	Annual report of the USP, annual 'service and competition' report of the NRA
SF	Annual report of the USP
UK	Quarterly results on USP's website, Report & Accounts, posters & leaflets
IS	USP's website, printed brochures
NO	Annual report of the USP, report of the USP to the NRA (publicly available), report of the NRA to the Ministry (published on the NRA's website)

Table A 9-2: Publications of objectives and performance issues

Member State	Domestic transit time	Cross-border transit time	Loss & damage	Access to letter boxes	Access to post offices	Delivery	Access to information	Complaints and redress issues	Customer satisfaction surveys
AT	R	R		R	R	R		V	
BE	R	V						R	
DE	V				V			R	
DK	R	R			V			R	
EL	R	R				R			
ES	R	R		V	V	V		V	
FR	R	R						R	
IE	R	R	R				R	R	V
IT	R	R						V	
LU	R	R							
NL	V	V			V	V		V	V
PT	R	R	R		R			R	R
SE	R		R	V	V	R	R	R	V
SF	R	R						V	
UK	R		V			V		R	

R Required by regulation

V Voluntary publication.

A10 QoS dimensions outside the scope of universal postal service

Table A 10-1: Performance and measurement of QoS issues beyond universal service

Member State	Postal service	Quality objective	Measurement method	Performance in 2001
AT	EMS		track & trace	confidential
IT	unaddressed items Express parcels: Paccocelere 1 Paccocelere 3	D+5 97% D+1 98% D+3	track & trace track & trace	97,2% 93,5%
PT	unaddressed items Courier services	95% 100% delivery on time	phone calls to a panel track & trace	n/a 100%
SE	hybrid mail unaddressed mail	97% D+1 94%	transit time	2000:96% 2001: 96,7% 2002: 98,3% 92,4%
UK	unaddressed mail		panel survey	confidential
IS	TNT courier service	90% D+1	world wide transit time	88.3%

B

Appendix Accession Countries

B1 Universal postal services

Table B 1-1: Regulatory reference documents of universal service obligations

Member State	Regulatory reference document
CY	L19(I)/2002, Art. 2(1)
CZ	Decree
EE	Postal Act
HU	Communication Act 48.§(1)
LT	Postal Act
LV	Postal Law
MT	-
PL	Act of 23 Nov 1990 on Posts and Telecommunications Ordinance of the Minister of Posts and Telecommunications of 15 Mar 1996 on the use of universal postal services
SK	Act. No. 507/2001 Coll. on postal services Postal License No. 1223/020/2002
SI	Postal Services Act

Table B 1-2: Provided postal services outside the scope of universal service

Country	Express	Courier	Document exchange	Unaddressed items	Hybrid mail
CY		✓		✓	
CZ	✓	✓		✓	✓
EE	✓	✓		✓	✓
HU	✓	✓		✓	✓
LT	✓	✓		✓	
LV		✓		✓	✓
MT	✓	✓	✓	✓	
PL	✓	✓	✓	✓	
SK	✓	✓		✓	✓
SI	✓	✓		✓	✓

Table B 1-3: Appliance of tracking & tracing

Country	Applied?	Covered services	Planned?	Covered services
CY			✓	Registered/insured items and parcels (2005) EMS items (2004)
CZ	✓	Parcels		
EE			✓	Parcels and express items (2003) Registered/insured items and cross-border services (2004)
HU	✓	International EMS items		
LT	✓	EMS (incompletely)	✓	Registered items (2007) Insured items (2005) Parcels (2005)
LV				
MT	✓	Only for registered items and EMS datapost	✓	Insured items and parcels (2004)
PL	✓	EMS	✓	Insured items and parcels
SK	✓	Registered items; international PRIME items, EPG business parcels, EMS items		
SI			✓	Registered and insured items Parcels (2004)

B2 Transit time

Table B 2-1: Legal sources of QoS objectives and requirements

Member State	Regulatory reference document
CY	L19(I)/2002, Art. 25, 113, 125, 133-134 Reg. Quality
CZ	Decree Decree on settlement of complaints, communications and suggestions of citizens Contract with Director General
EE	Postal Act
HU	Communication Act 12.§(4), 54.§(1) Government Decree 254/2001, §§ 36, 44-48, 51
LT	Postal Law Order of the Director of the Communications Regulatory Authority
LV	Postal Law Postal Rules Law on Regulators of Public Services
MT	-
PL	Decree of the Director General of the Polish Post No. 40 of 25 Apr 2002
SK	Act. No. 507/2001 Coll. on postal services Act No. 513/1991 Coll. Commercial Code Act No. 152/1998 Coll. on Complaints Act No. 634/1992 Coll. on Protection of Consumer as amended Postal License No. 1223/020/2002
SI	Postal Services Act Rules on the general terms and conditions for the provision of postal services

Table B 2-2: USP's transit time: monitoring, publication and performance

Country	Independent monitoring	Monitoring body	Publication, frequency	Performance D+1 (%)				
				1998	1999	2000	2001	2002
CY	No ¹	USP	No	n/a	n/a	21.7	41.4	49.4
CZ	Yes	RAYSA ³	Yes, in USP annual report	87.6	90.4	93.7	92.2	92.7
EE	No	USP	Yes, by USP annually	n/a	n/a	n/a	n/a	97
HU	Yes	USP ²	No ⁶	71	72	49	64	67.1
LT	No	USP	No	n/a	n/a	n/a	84.1	88.8
LV	No ¹	None	No	n/a	n/a	n/a	n/a	n/a
MT	No	USP	No	n/a	n/a	85%	86%	84%
PL	Yes	NRA	Yes, by NRA, annually	n/a	n/a	n/a	n/a	94.31
SI	No	None	No	n/a	n/a	n/a	n/a	n/a ⁵
SK	Yes	University ⁴	Yes, in USP annual report	94	n/a	94.7	96	94.7

- (1) Annual measurement and publication by NRA is planned to be introduced or in the process of being implemented in 2003
- (2) USP's measurement method has been approved by the NRA. From 1991-2001 monitoring was executed by the NRA itself. The decline in 2000 is caused by changes in the measurement method.
- (3) Independent market research institute.
- (4) University of Zilina for first class letters. This university has close relations to the Slovak Postal Office (NRA). 2nd class letters and parcels are monitored by a separate institute.
- (5) Posta Slovenije reports to have an internal measurement of routing time but refuses to enclose result before regulatory objectives are set by the NRA. Performance is said to be significantly above 99% D+1.
- (6) Annual publication by NRA will start in 2003.

Table B 2-3: Measurement issues of transit time for domestic priority or 1st class mail

Country	Responsibility	Measured by	Method approved by NRA	Interval	Publication
CY	USP	Consulting company	Yes ⁷	Semi-annually	No
CZ (NRA, USP)	USP	RAYSA ¹	Yes	Continuously	Yes (mandatory)
EE	USP	USP	No	Annually ⁶	Yes (voluntarily published by the USP)
HU	USP	USP ²	Yes	Continuously	Yes ³ (mandatory)
LT	USP	USP	No	5 times a year	Yes (mandatory)
LV	NRA	NRA	Yes	Annually	No
MT	USP	USP	Yes	Weekly	No
PL	USP	USP	Yes ⁷	6 times a year	Yes (by NRA, annually)
SK	NRA	University ⁴ , PTT Research Institute	Yes	Annually	Yes (voluntarily published by the USP)
SI ⁵	n/a	n/a	No		No

1. Independent market research institute.
2. USP's measurement method has been approved by the NRA. From 1991-2001 monitoring was executed by the NRA itself.
3. Annual publication by NRA will start in 2003.
4. University of Zilina for first class letters. This university has close relations to the Slovak Postal Office (NRA). 2nd class letters and parcels are monitored by a separate institute.
5. Posta Slovenije reports to have an internal measurement of routing time but refuses to enclose results before regulatory objectives are set by the NRA. Performance is said to be significantly above 99% D+1. The operator doesn't provide any information about applied methods and responsibilities.
6. The measurement is based on about 500 test letters.
7. In Cypria as well as in Poland the measurement methods are probably not approved by the NRAs because of missing law and personnel constraints faced by the NRA.

Table B 2-4: Characteristics of transit time measurement of domestic priority mail (USP-answers)

Country	End-to-end measurement	Based on test mail and panellists	Representative for real mail flows	Differences between regions and/or distances
CY (USP, NRA)	✓	✓	✓	✓
CZ (NRA, USP)	✓	✓	✓ (2002)	
EE (NRA, USP not answered)	✓	✓	✓	Not answered
HU (USP, NRA)	✓	✓	✓ (2001)	✓
LT (USP, NRA)	✓	✓	no/ ✓ (2003)	
LV (USP, NRA: Don't know)		Not answered	Not answered	Not answered
MT (USP)	✓	✓	✓ (2003, ongoing)	✓
PL (USP)	✓	✓	✓ (2003)	✓
SK (USP, NRA)	✓/no	✓/✓	✓/✓ (2003)	✓/no
SI (USP, NRA)		✓/no		✓/Don't know

Note: Year of last real mail study in parenthesis

Table B 2-5: Application of discriminating factors

Country	Day of the week	Time of day of induction	Methods of delivery	Type of induction	Formats	Weight classes	Addressing method	Type of payment
CY (NRA, USP)	✓	✓	✓	✓	✓	✓	✓	✓
CZ (NRA, USP not answered)	✓	✓		✓	✓	✓		✓
EE (NRA; USP)	not answered	not answered	not answered	not answered	not answered	not answered	not answered	not answered
HU (USP, NRA)	✓✓	✓	✓	✓✓	✓	✓		✓
LT (USP, NRA)	✓✓	✓		✓				
LV (USP, NRA)	not answered	not answered	not answered	not answered	not answered	not answered	not answered	not answered
MT (USP)	✓	✓	✓	✓	✓	✓	✓	✓
PL (USP)	✓	✓	✓	✓	✓	✓	✓	✓
SK (USP)	✓	✓	✓	✓	✓	✓	✓	✓
SK (NRA) ¹				✓	✓	✓		✓
SI (USP, NRA: don't know)	✓	✓	✓	✓				

1. University of Žilina for first class letters. This university has close relations to the Slovak Postal Office (NRA). 2nd class letters and parcels are monitored by a separate institute on behalf of the USP.

Table B 2-6: Information source for measurement (USP-answers)

Country	Information Management System USP	Ad hoc real mail studies	Both sources
CY (USP, NRA)	✓		
CZ (USP, NRA)	✓		
EE (USP, NRA)	not answered	not answered	not answered
HU (USP, NRA)		✓	✓
LT (NRA)		✓	✓
LV (NRA, USP: not answered)			✓
MT (USP)	✓		
PL (USP)			✓
SK (USP, NRA)	✓		✓
SI (USP, NRA: not answered)	✓		

Table B 2-7: Intended adoption of EN 13850

Country	EN 13850: year of planned adoption	
	Domestic Services	Cross-border Services
CY	2006	Already applied (!)
CZ	2006	2005
EE	Not aware of	Not aware of
HU	Already applied	2005
LV (NRA)	Later than 2006	Later than 2006
LT	2006	2006
MT	Already applied	Already applied (!)
PL	Already applied	Later than 2006
SK	2004	2005
SI (NRA)	2006	Later than 2006

Notes:

In case of missing answers the NRA-opinion is provided (LV, SI). In the other cases the USP answer is preferred.

The Slovenian USP does not provide an estimation about the adoption of the standard. The answer of the Cyprian and Maltese USP is misleading concerning cross-border services.

B3 Loss and damage of postal items

Table B 3-1: Regulatory and voluntary objectives with regard to loss of mail

Country	Definition of loss	Objectives	Obligatory measurement?
CY			Planned
CZ	One month	concerning loss of postal items objectives for particular years specified (total number, relation of losses to number of posted items, compensation paid etc.)	Yes
EE	Not specified	Not specified	No
HU	NRA: Not defined USP: D+20 (domestic letters) D+27 (domestic parcels)	Rate of losses smaller than 5 letters per thousand	Yes
LT			Planned
LV	Not specified	Not specified	No
MT	D+30	Not specified	No (regulatory framework still missing)
PL	D+14 (for priority and non-priority mail) – USP answer	Not answered	
SK	Not specified	Not specified	No
SI	Not specified	Not specified	Envisaged

B4 Access to the postal network

Table B 4-1: Access to the public postal network: postal outlets

Country	No. of postal outlets	No. of post offices	No. of postal agencies	Outlets per square 1.000 km	Outlets per 10.000 inhabitants	No. of mobile post offices
CY ¹	1.109	52	1.057	119,9	14,6	-
CZ	3.427	3.407	20	43,5	3,3	5
EE	538	426	112	11,9	3,9	-
HU	3.270	2.830	440	35,1	3,2	0
LT	954	944	10	14,6	2,7	6
LV	964	964	0	14,9	4,1	2
MT ²	52	30	22	164,6	1,3	1
PL ³	8.242	5.602	2.640	26,4	2,1	-
SI	552	552	0	27,2	2,8	6
SK	1.628	1.626	2	33,2	3,0	5
Average EU-15				28,3	2,4	

1. In Cyprus the agencies are also responsible for collection and delivery of postal items in rural areas.
2. The Maltese mobile post office does not serve rural areas but provides services to tourists at very frequented places.
3. Besides postal agencies, incl. "intermediaries", "subsidiaries", and "kiosks".

Table B 4-2: Requirements regarding access to postal network

Accession country	Letter boxes			Post offices		
	Daily clearance time	Information about next collection	Marking last collection	Minimum opening hours	Queuing time	Minimum services
CY	6 a.m in rural areas 12 a.m in urban areas	✓	✓	7h per day, 5 days a week	Under consideration	selling stamps and collecting letters and parcels (parcels accepted only in post offices)
CZ	earliest 4 p.m. in 21 big cities	✓		depending on localisation of post offices		all postal services in all postal offices
EE	Information about days of week and clearing time					universal services
HU		✓	✓	at least 2h per day (every weekday, between 8-20)	Shorter than 15min in the average of the busiest hour	universal services
LT	✓			3h per day		
LV	No requirements defined			No requirements defined		
MT	✓			5,25 h per day	0,25 h ¹	✓
PL	✓	✓	✓	3h per day and 5 working days per week (excl. holidays)		universal services
SK			to know on dispatch from posting post office	depends on type of post office (7.5h for residential units with more than 5000 inhabitants)		universal services, selling stamps
SI	✓		✓	✓		

1. Voluntarily set by the Maltapost.

B5 Access to information

Table B 5-1: Information channels applied in the AC

	Announcement in post offices/agencies	Announcement in other locations open for the public	Annual Report	Printed information (leaflets)	Internet homepage	Others	Description others
CY	✓	✓	✓	✓	✓		
CZ	✓	✓	✓		✓	✓	Regulation of law
EE	✓		✓		✓	✓	
HU	✓		✓		✓	✓	
LT	✓		✓		✓		
LV	✓	✓	✓			✓	Press releases.
MT						✓	Leaflets
PL	✓		✓		✓	✓	
SK	✓	✓	✓		✓	✓	
SI	✓	✓	✓		✓	✓	

Table B 5-2: Access to information (USP-answers)

Country	Product information	Transit time objectives and performance	Loss and damage of postal items	Changes in access conditions to the postal network	Postal Code System	Complaint and redress procedures	Others	Description others
CY	✓			✓	✓	✓		
CZ	✓	✓		✓	✓	✓	✓	T & T OB, PB, Zpravodaj CP
EE	✓	✓		✓	✓	✓		
HU	✓			✓	✓	✓		
LT	✓					✓		
LV	✓				✓			
MT	✓				✓	✓		
PL	✓	✓		✓	✓	✓	✓	information about nearest open outlets
SK	✓	✓		✓	✓	✓		
SI	✓	✓		✓	✓	✓		

B6 Complaint and redress procedures

Table B 6-1: Complaint channels

	Mail	Phone	e-Mail	Internet	Call Center	Others	Sum
CY	✓	✓	✓	✓			3 (4)
CZ	✓	✓	✓	✓	✓	✓	5 (6)
EE	✓	✓	✓	✓			3 (4)
HU	✓	✓	✓	✓	✓		3 (5)
LT	✓	✓	✓	✓			4 (1)
LV	✓			✓		✓	2 (3)
MT	✓	✓			✓		3
PL	✓	✓	✓	✓			4
SK	✓	✓	✓	✓	✓	✓	4 (6)
SI	✓	✓	✓	✓			1 (4)
Sum	10	6 (8)	6 (7)	3 (8)	2 (4)	2 (3)	

Red marked letters: differences between NRA (red) and USP (black) statements

Table B 6-2: Voluntary handling time objectives of the USP

Country	Items	Objective
CY		Under consideration
CZ		
EE	Domestic services	10 working days
	Cross-border services	According to UPU acts
HU	Domestic services	max. 30 days
	Cross border mail within Europe	40 days
LT	Domestic services	1 month
	Cross-border services	3 months
LV		
MT	Domestic mail	7 days from receipt
	International mail	90 days from receipt
PL		Customer complaints should be answered within 1 month (Administration Proceedings Code)
SK	domestic services	100% answered within 30 calendar days
SI	Complaints sent by mail	8 days
	Internet	3 days

Table B 6-3: Responsibilities for complaints

Country	Implemented?	Points of Contact	Redress procedures	Objectives?	EN 14012 known?
CY	Mandatory	USP, NRA	Yes	No	No
CZ	Mandatory	USP, NRA	No	Yes	Yes
EE	Mandatory	USP, NRA	Yes	Yes	No
HU	Mandatory	USP	Yes	Yes	Yes
LV	Mandatory	USP, NRA		No	No
LT (NRA)	Mandatory	USP, NRA	Yes	No	Yes No (USP)
MT	Voluntary	USP	Yes	Yes	Not answered
PL (USP)	Voluntary	USP	Not answered	Yes	No
SK	Mandatory	USP, NRA	No	No	Yes
SI	Mandatory	USP, NRA	No Yes (USP)	No	Yes

Table B 6-4: Handling of complaints in the view of the USPs

Country	Standardised handling?	Planned?	Objectives?	Acknowledge reply?
CY	No	Yes		No
CZ	Yes			Yes
EE	Yes		Yes	Yes
HU	Yes		Yes	Yes
LT	No	Yes (2005)	Yes	No
LV	No	No	No	No
MT	Yes		Yes	Yes
PL	Yes		Yes	Yes
SK	Yes		Yes	Yes
SI	No	Yes	Yes	Yes

B7 Customer Satisfaction

Table B 7-1: Use of customer satisfaction surveys (NRA, USP)

Country		Measuring customer satisfaction	Mandatory	Voluntary	Interested in CEN-standard?
CY	NRA	No			Yes
	USP	No			Yes
CZ	NRA	No			Yes
	USP	Yes			Yes
EE	NRA	No			No
	USP	Yes		✓	No
HU	NRA	Yes			Yes
	USP	Yes		✓	Yes
LT	NRA	No			No
	USP	No			Yes
LV	NRA	No			n/a
	USP	No			No
MT	NRA	n/a			n/a
	USP	Yes		✓	Yes
PL	NRA	n/a			n/a
	USP	Yes		✓	Yes
SK	NRA	No			Yes
	USP	Yes		✓	Yes
SI	NRA	No			No
	USP	Yes		✓	n/a

Figure B 7-1: Issues treated in customer satisfaction surveys

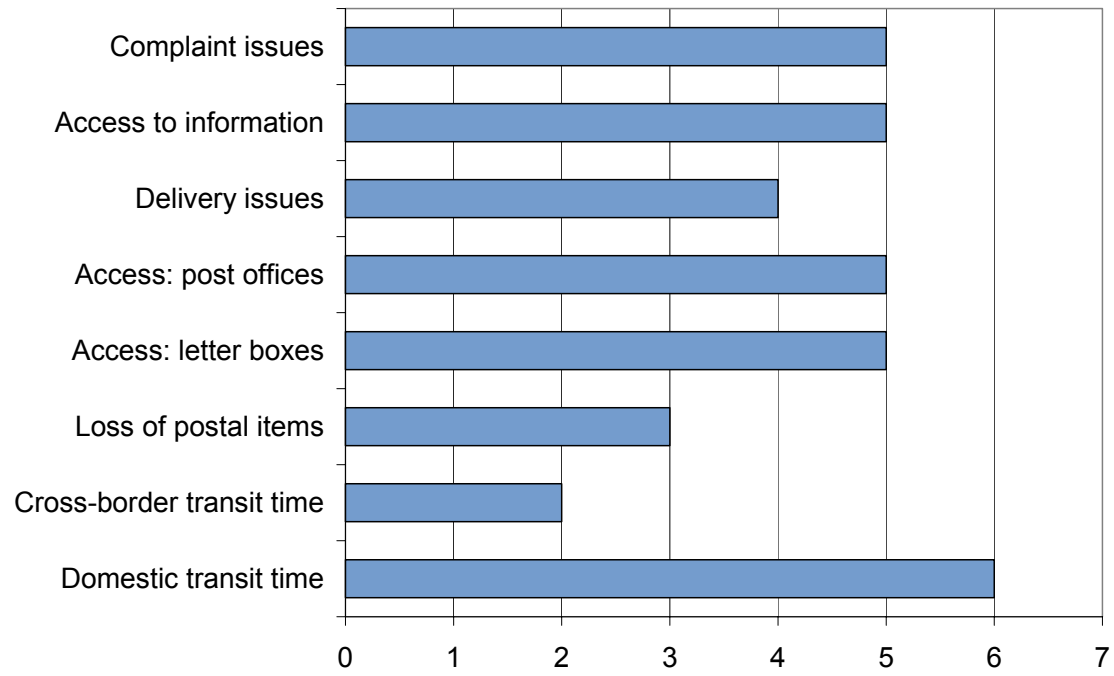


Table B 8-2: Publication media and intervals

Country	Media of Publication	Interval
CY	Not answered	
CZ	Not answered	Annually
EE	Annual Report, postal newspaper	Annually
HU	None	
LT	None	
LV	None	
MT	None	
PL	Bureau of Network Management provides data on outlet network on request (last year of publ. 1998)	
SK	Annual Report, newspapers, briefings	Annually
SI	None	

B9 Consequences of failure and publication

Table B 9-1: Possible penalties in case of missing regulatory objectives

Accession country	Principally existing (mandatory)	Domestic transit time	Cross-border transit time	Loss & damage	Access to letter boxes	Access to post offices	Delivery	Access to information	Complaints and redress issues	Customer satisfaction surveys	Others
CY	Yes	Fines	Fines	Fines	Fines		Fines				
CZ	Yes	Fines Compensations		Fines Compensations	Fines	Fines	Fines	Fines	Fines		
EE (only NRA)	Yes	Fines		Fines	Fines	Fines	Fines	Fines			
HU	Yes	Fines Loss of public grants Fines	Fines Loss of public grants	Fines Loss of public grants Compensations	Fines Loss of public grants Fines	Fines Loss of public grants Fines	Fines Loss of public grants Fines Compensations	Fines Loss of public grants Fines	Fines Loss of public grants Fines Compensations	Fines Loss of public grants	
LT	planned										
LV	No										
MT	Yes			Compensations					Compensations		
PL (USP)	No										
SK	Yes	Fines Revocation of postal license Fines	Fines Revocation of postal license	Fines	Fines Revocation of postal license Fines	Fines Revocation of postal license Fines	Fines Revocation of postal license Fines	Fines Revocation of postal license Fines	Fines Fines	Fines	
SI	Yes No	Fines		Compensations		Fines	Fines	Fines	Fines		

Note: Table reflects NRA's answers; in case of deviations USP's answers added in red

B10 QoS objectives beyond the universal service

Table B 10-1: QoS objectives beyond the universal service

Country	Postal service	Description objective	Quality objective
CY	Courier services (international)	Delivery guarantee	24-48 hours after arrival to country of destination
CZ			
EE	Domestic express service	time certain delivery levels on next day (10 a.m., 2 p.m., 9 p.m.)	
HU	EMS		next day 12 p.m.
	Courier services	delivery deadline	in 2h
	Fax, telegraph		next day
LT			
LV			
MT			
PL	Objectives set, but not published		
SK			
SI	Courier domestic	transit time	same day
	Business parcel domestic	transit time	next day

B11 Quality of Service Fund²

Table B 11-1: Overview of QSF-financed projects in the AC (Status March 2003)³

Postal operator	QSF project status	Project focus
BG	So far no project proposal; should be submitted soon	
CY	1 project completed 1 project under way	Quality Development Plan Enhancement of letter sorting machine software
CZ	So far no project proposal	
EE	1 project under way 1 regional project under way (with Latvia)	Tracking of registered mail + control system for quality of mail collection from letter boxes Diagnostic monitoring
HU	1 project completed	Finalisation of a Quality Development Plan
LT	1 project completed	Tracking of registered mail
LV	1 regional project under way (with Estonia)	Diagnostic monitoring
MT	No project proposal so far; should be submitted soon	Interest in a regional quality of services measurement project
PL	1 project completed	Diagnostic monitoring (Warsaw)
RO	1 project completed 2 projects under way of which 1 regional (with 5 Balkan countries)	Quality Development Plan Activity based costing and tariff-setting system Diagnostic monitoring (PostEurop)
SI	1 project under way	Custom Post office and OE computerization
SK	1 project being revised	Tracing and Tracking

Finalised and current QoS projects financed by the Quality of Service fund (QSF – UPU):

- Diagnostic mail monitoring in the Baltic countries (participant countries: Latvia, Estonia):

The project's objective is to introduce diagnostic measurement of mail quality at the Tallinn and Riga offices of exchange, following the purchase and installation of appropriate equipment. These measurements will, in particular, enable mail

² UPU, QSF: http://www.upu.int/faqs/en/index.shtml#zone_reserve.

³ Presentation of Jean-Philippe Ducasse about QSF, issues and challenges for accession countries. Held in Brussels 12.-13.3.2003.

processing times at the airport and office of exchange to be accurately monitored and compared to objective processing times, and processes optimized.

- Enhancement of the LSM software - quality and performance recording (Cyprus)

To improve the Nicosia mail centre's LSM software so that video coding operators can be identified and their performance monitored, which will help to reduce the number of missorts and achieve an overall improvement in quality of service.

- Design of an international quality development plan (Cyprus, finalised).

The QDP must reflect the five-year quality priorities of Cyprus Post (2001-2005) and serve as a reference for developing QSF proposals. In particular, it must make it possible to define and prioritize future QSF projects. The QDP will then be annually updated by Cyprus Post, if necessary with the (limited) assistance of a consultant.

- Implementation of control system of collection and delivery of letter correspondence (Estonia)

This project has two elements, corresponding to two important components of the information system: one involves the creation of a control system for quality of mail collection from letter-boxes; the other a pilot phase of tracking of registered and insured items.

Quality testing and mail collection: This involves installing a small magnetic card in each of the country's 3,500 letter-boxes, and in the 6 500 main communal collection and delivery points (residential and commercial premises). 300 members of staff will be provided with a data terminal enabling them to scan the letter-box when collecting or delivering mail. The data stored on the terminal will be uploaded to a PC when the member of staff returns to the office, then transferred to a central server for processing. The actual times of collection and delivery can then be monitored, problem areas identified and corrected and remedial solutions adopted. This will help to ensure better compliance with deadlines for arrival of mail in sorting offices (and, for outward international mail, at offices of exchange).

Pilot phase of tracking of registered and insured letters: Estonia has already defined the structure of the barcode to be applied to all registered items at the time of posting. Certain post offices have already been equipped with barcode readers, which will enable the time of posting of items to be recorded. Initially, only the time of posting and time of delivery will be recorded. These will allow end-to-end quality measurement, but not tracing of the item during transmission.

- Application for finalisation of the quality development plan (Hungary, finalised)

The project does not aim for development of an entire QDP but confines itself to the revision, structuring and finalisation of the plan which the operator has just developed. This will involve better planning of quality actions in relation to their quantitative objectives and creating a framework for Hungary's future QSF projects.

- Diagnostic monitoring system in the expedition and sorting centre in Warsaw (Poland)

The installation of quality testing equipment at Warsaw CER will allow permanent monitoring of transmission times for cross-border mail between the airport and the CER and mail processing times at the CER. The measurements will also highlight transmission weaknesses and enable appropriate operational solutions to be found.

- Custom post office and exchange office computerization (Slovenia)

The objective of the project is the computerization of inward, outward and transit international mail processing at the Ljubljana office of exchange and Customs post office. Introducing computerized monitoring will make it possible to improve processing times, cut inquiry response times, improve the reliability of data (e.g. for terminal dues) and increase customer satisfaction. In particular, the project should allow management of international mail dispatches, computerised production of documents and labels and the formation of a database. The computerised system should also make it possible to produce monitoring reports and statistics on the activity. Computerization of the Customs office is designed to expedite and simplify Customs procedures and, hence, to cut costs.

The Slovenian postal operator intends to submit two additional projects at the end of 2003 focusing on cost accounting and computerisation of delivery issues.

C

Stakeholders' Views

C1 Outlook: Future transit time objectives and performance

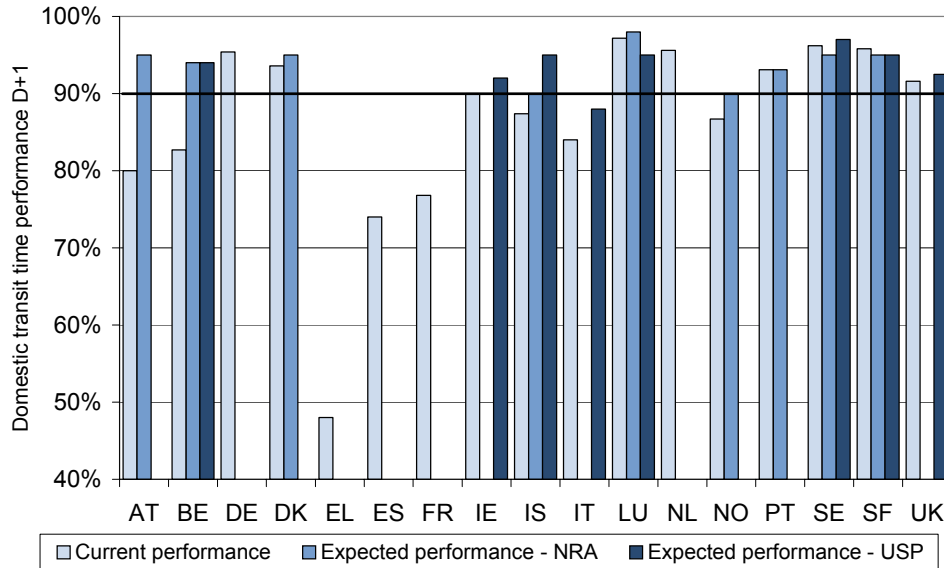
Table C 1-1: Expected cross-border transit time performance of priority mail in 2005 in the view of NRAs and USPs from the MS

	NRA	USP
BE	85%	90%
EL		85%
IT		87%
LU	80% (D+2)	
SE	85%	97%
SF		85%

Table C 1-2: Expected cross-border transit time performance of priority mail in 2005 according to the statements of the USPs from the AC

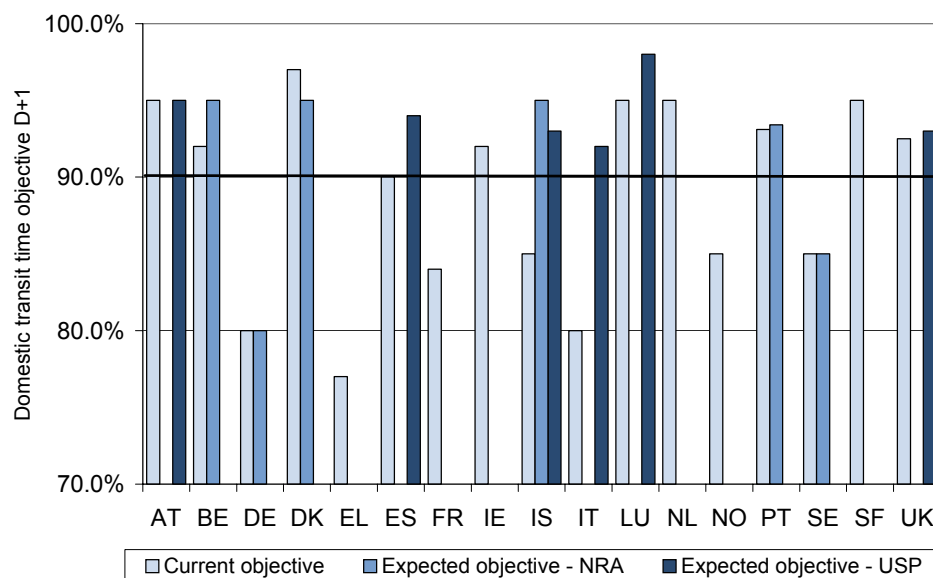
Country	D+3	D+5
CY	77%	95%
CZ		
EE	65%	85%
HU	85%	97%
LT	85%	97%
LV		
MT	85%	97%
PL		
SI	85%	97%
SK		

Figure C 1-1: Expected domestic transit time performance of 1st class mail in 2005 in the view of NRAs and USPs from the MS



Note: For France, Germany, Greece and Spain neither the NRA nor the USP gave an assessment. The current performance of Austria is estimated based on recent press releases.

Figure C 1-2: Expected domestic transit time objectives for 1st class mail in 2008 in the view of NRAs and USPs from the MS



C2 Transit time objectives for further cross-border services

Figure C 2-1: Regulatory objectives for 2nd class cross-border mail in the view of NRAs and USPs from the MS

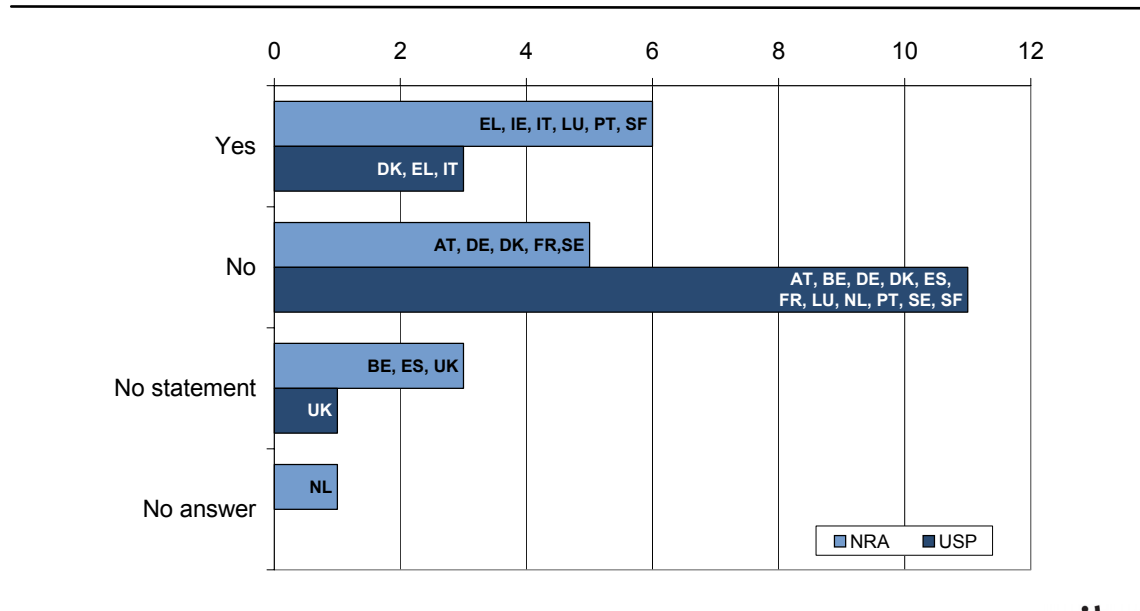
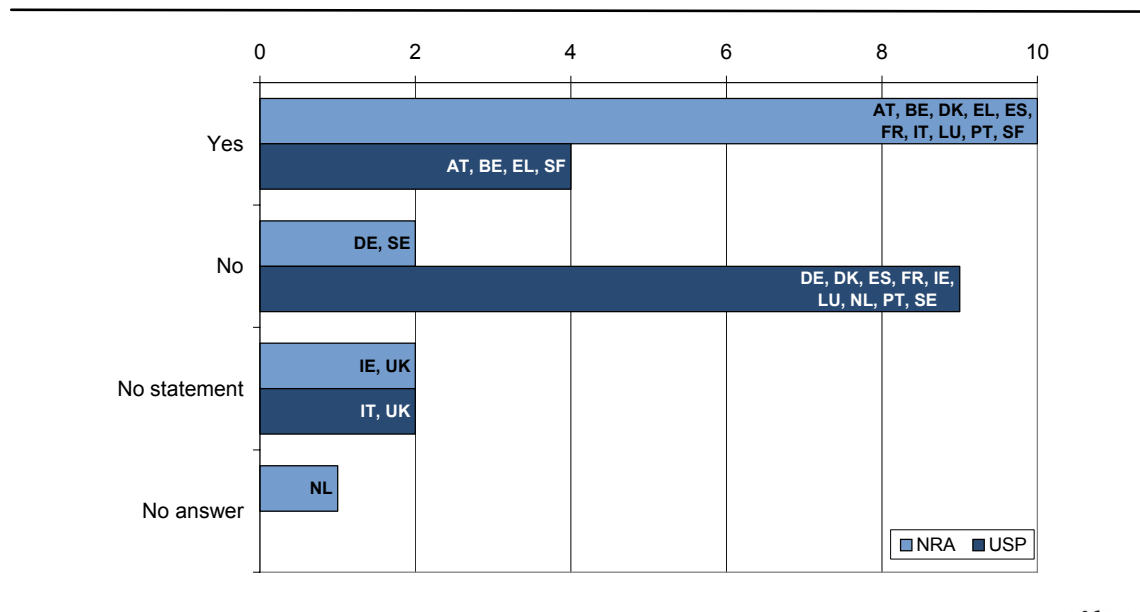


Figure C 2-2: Regulatory objectives for cross-border parcel services in the view of NRAs and USPs from the MS



C3 Assessment of QoS performance from customers' viewpoint

Figure C 3-1: Transit times: importance and satisfaction in customers' view

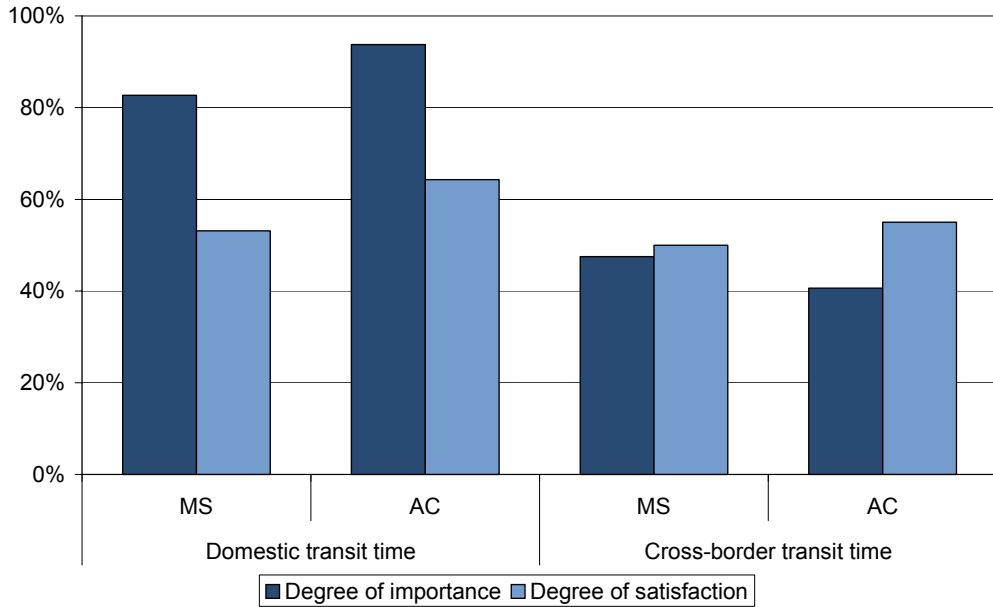


Figure C 3-2: Customers' satisfaction with loss of mail

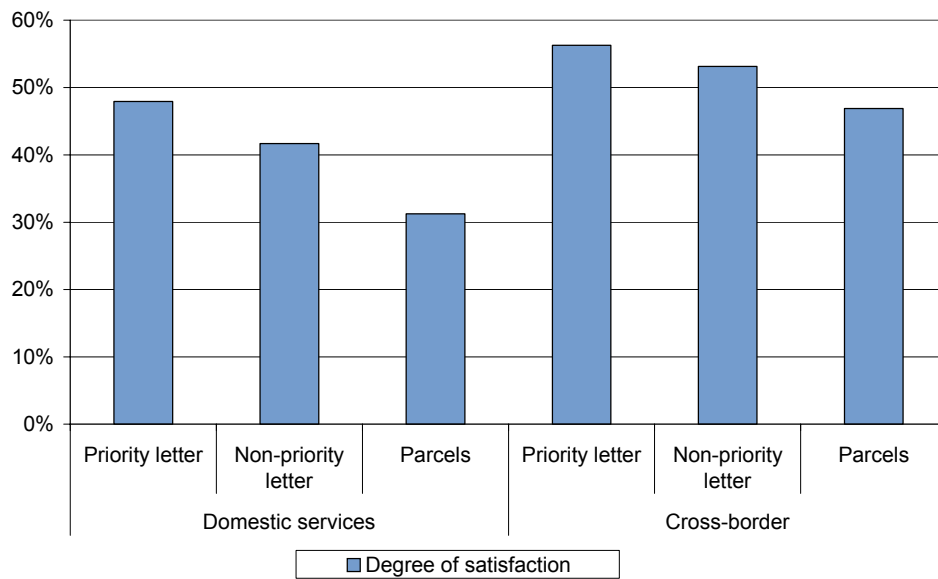
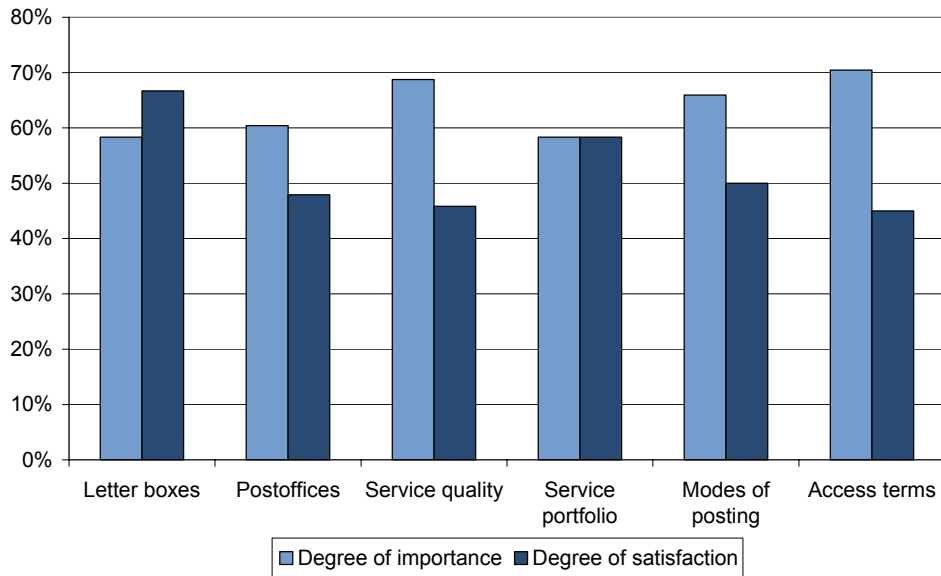


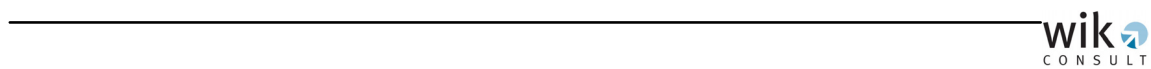
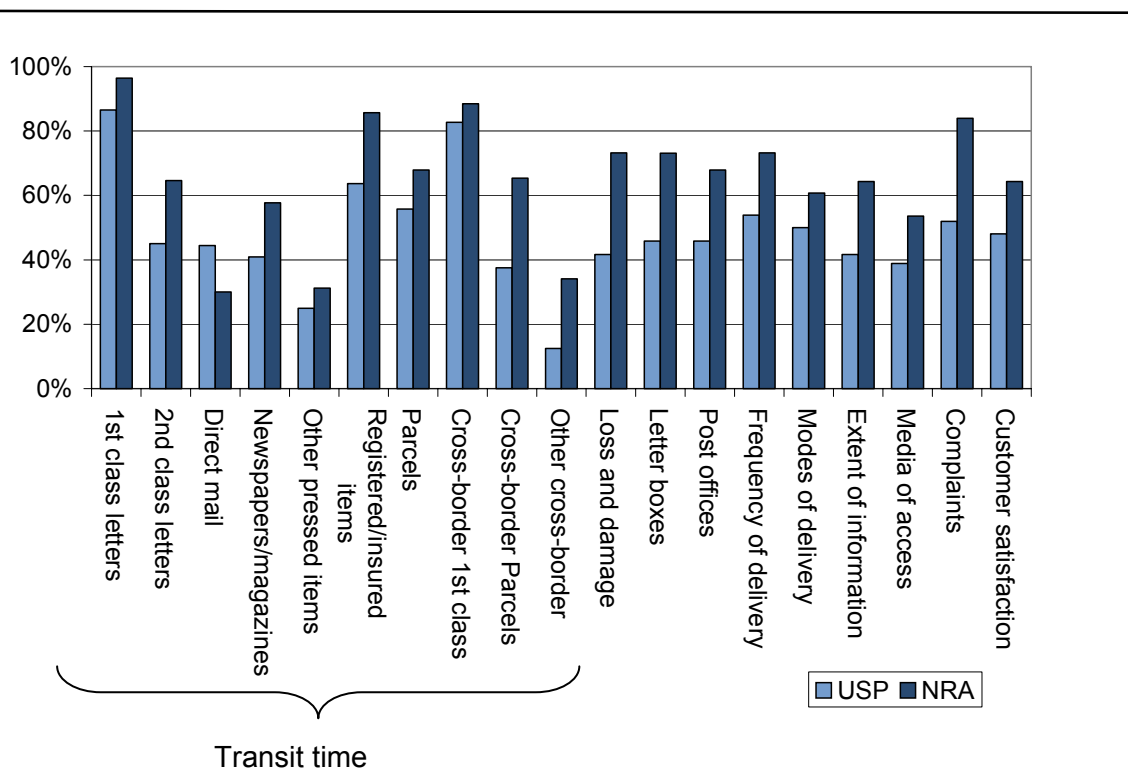
Figure C 3-3: Access to the postal network in customers' view



C4 Weighting of QoS issues

The following figures illustrate the views of the regulators, operators, consumers and customers who particularly were asked for a weighting of the various QoS aspects. The figures aim for providing an insight into the stakeholders' assessment of postal services in relation to their specific profile.

Figure C 4-1: Importance of regulatory QoS objectives and requirements in the view of USPs and NRAs from the MS



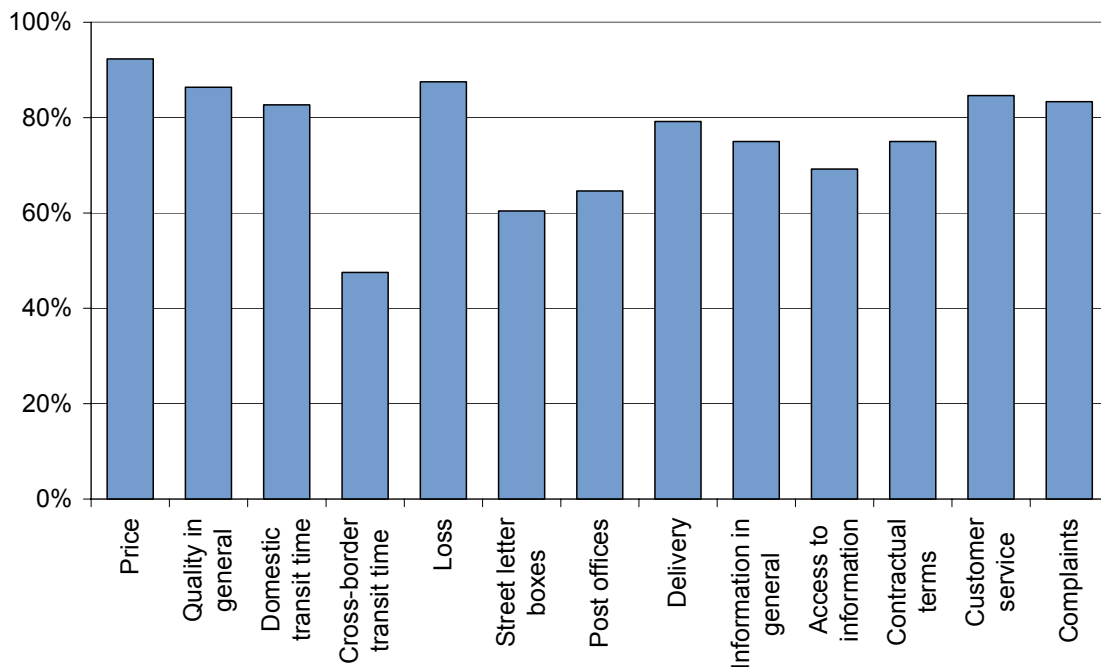
It is not surprising that the USPs see a lower need for regulation with respect to universal postal services than the NRAs.⁴

With respect to transit time objectives for 1st domestic and cross-border letters the importance of regulatory objectives is very high in the view of both – the NRAs and the USPs of the existing MS. Other very important issues are the transit time of registered and insured items, and the treatment of complaints at least in the view of the NRAs.

⁴ The number of answers strongly varies per issue. This variation is higher with regard to the USPs than the NRAs. The calculated degree of importance only refers to the number of actual answers. If missing answers were interpreted as “not important” the degree of importance in the view of the USP would be significantly lower.

The outcome with respect to 2nd class mail has to be reconsidered including only those countries where 2nd class services are provided. The degree of importance increases to about 80% in the view of the NRAs and 50% in the view of the USPs. NRA and USP in France have stated that regulatory objectives are less respectively not important. Consequently, in France the regulatory objective for 2nd class mail is currently under discussion. The Dutch and the Swedish USP have the same opinion as La Poste. The other USP regard regulatory objectives for 2nd class mail at least as important.

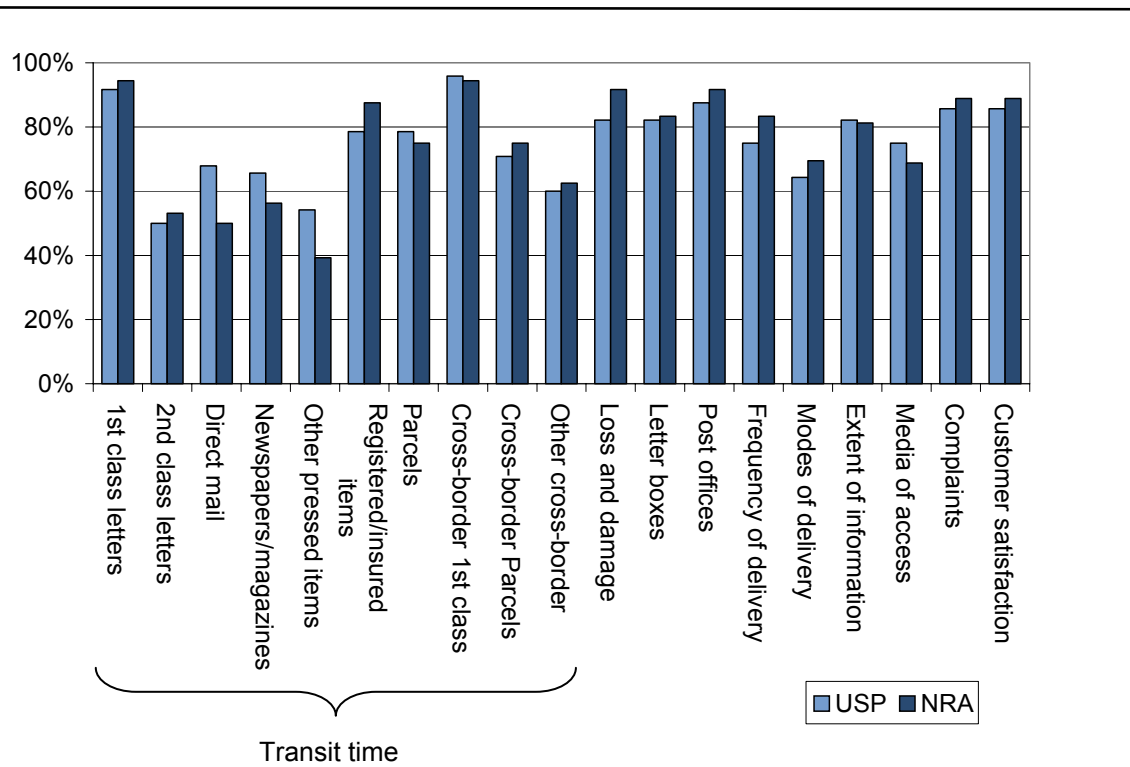
Figure C 4-2: Degree of importance of QoS issues in the view of customers' organisation from the MS⁵



In the view of customers' associations domestic transit time, loss of mail, customer service and complaints handling play the most important roles. Access conditions are of minor interest, but this is caused to a certain degree by the high weight of business customers in the survey. In the view of the consumer associations the degree of importance is in general higher. According to the Eurobaromètre survey the degree of satisfaction with access conditions is declining in nearly all MS. This is mainly a result of adjustments in the postal network structure (reducing post offices and/or increasing use of franchised post offices) conducted in a high number of MS in order to reduce costs.

⁵ The sample encompasses five consumer and seven business associations.

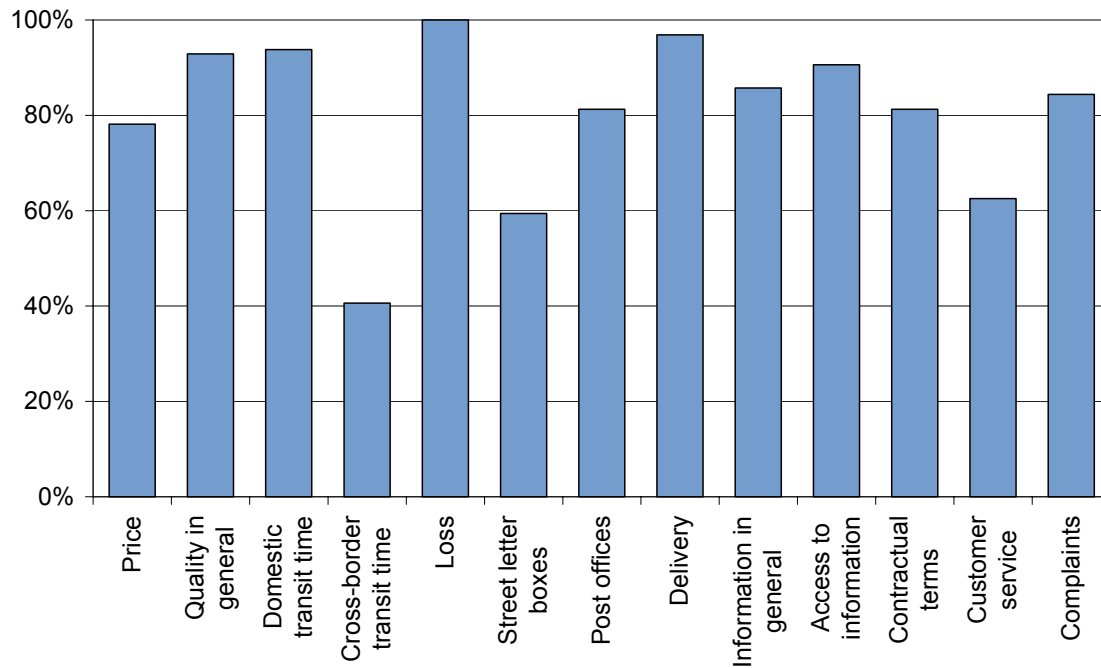
Figure C 4-3: Importance of regulatory QoS objectives and requirements in the view of USPs and NRAs from the AC



In the view of the AC' NRAs as well as USPs the picture is more uniform comparing with the MS. With respect to transit time objectives, the NRAs and USPs consider 1st class domestic and cross-border services as well as the delivery of registered and insured items and parcels as very important. Transit time objectives for other postal services are not seen as very important.

In Figure C the view of the consumer associations and business customers from the AC is summarised. This overview indicates that transit time, loss of mail items, delivery conditions, contractual terms, and complaints handling are seen as very important. In some of the adhesion countries the postal services seem not to be regarded as very reliable. There is a need for the operators in these to build up a better reputation and confidence in their services. Regulatory objectives and independent monitoring could be one possible way to reach this aim.

Figure C 4-4: Degree of importance of QoS issues in the view of CCs' consumers and business customers⁶



⁶ The sample encompasses one consumer association and eight business customers.

C5 Level of implementation

The figures in this chapter refer to the views of the USPs and NRAs whether new, additional objectives and measures should be a voluntarily option for the USPs or whether they should be required by Community or national regulation.

Figure C 5-1: Level of implementation according to the USPs from the MS

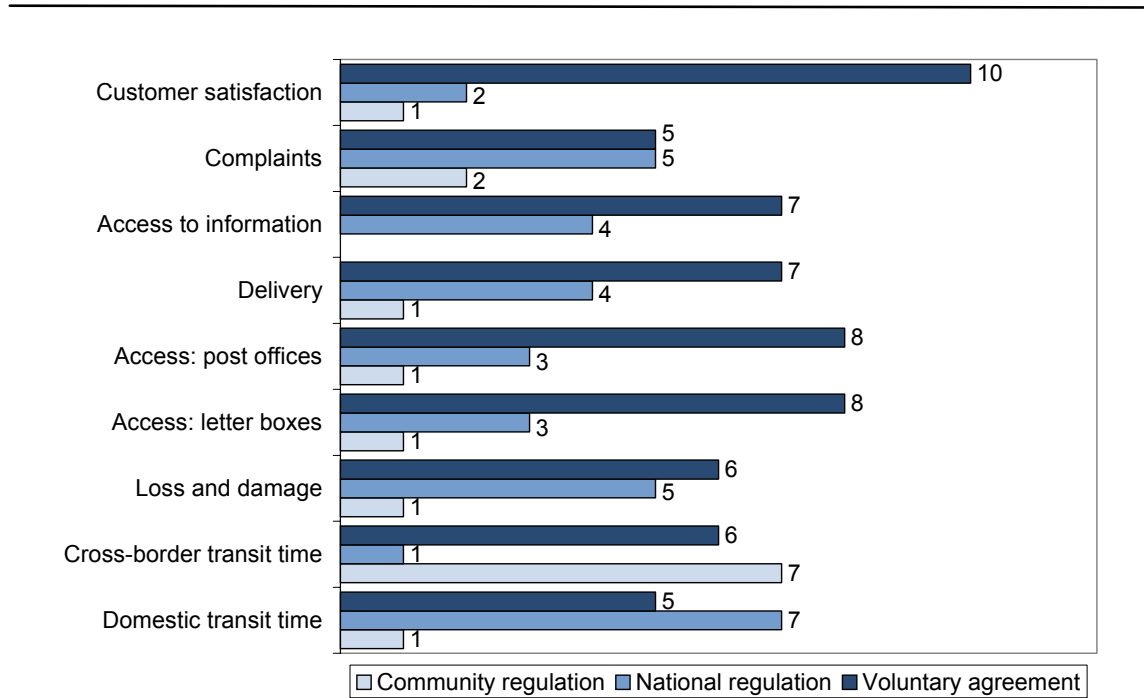


Figure C 5-2: Level of implementation according to the NRAs from the MS

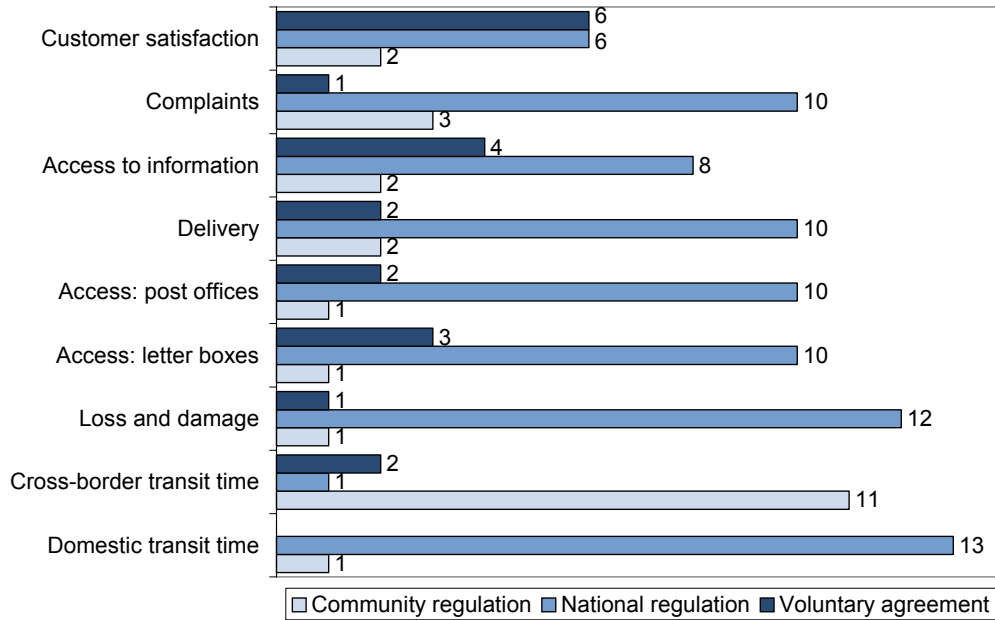


Figure C 5-3: Level of implementation according to the USPs from the AC

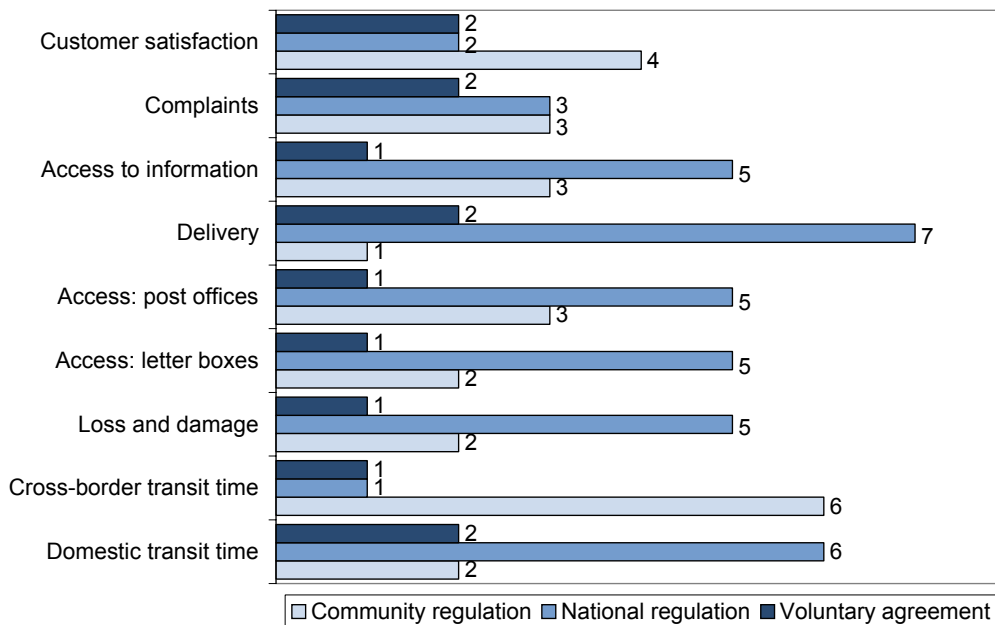


Figure C 5-4: Level of implementation according to the NRAs from the AC

