



Commission for
Communications Regulation

An Post's quality of service performance

2012 & 2013 Annual Results

Information Notice

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An Post's quality of service performance for 2012 & 2013

The Commission for Communications Regulation (ComReg) is responsible for regulating postal services in the State, including the universal postal service provided by An Post, the designated universal postal service provider.

ComReg today published the audited results of the annual monitor reports prepared by Ipsos MRBI, who, on behalf of ComReg, independently monitor the performance of the universal postal service provided by An Post.

2012 Annual Results

The 2012 annual report shows that **86%** of single piece priority mail was delivered within one working day throughout the State in that year. This result shows a 3% improvement over 2011 and a 1% increase over 2010. **98.5%** of such mail was delivered within three working days, an improvement on the figure achieved by An Post for the calendar year 2011.

2013 Annual Results

The 2013 annual report shows that **87%** of single piece priority mail was delivered within one working day throughout the State, a 1% improvement over the 2012 result. **98.5%** of such mail was delivered within three working days, the same result as in 2012.

The 2013 result demonstrates a continuing improvement in the quality of service provided to postal service users by An Post.

The full set of 2012 and 2013 published results – ComReg 15/09 and ComReg 15/10 – are available in the publications section of the ComReg website, www.comreg.ie.

Notes

Quality of service surveys are undertaken independently of postal operators. Surveys are based on the statistical methods set out by the European Standards Institute (CEN) and mandated by the European Commission. ComReg is required by section 32(5) of the 2011 Act to monitor compliance by An Post with the quality of service standards and publish an annual report on the results of this monitoring exercise.

For the purposes of this measure mail refers to domestic single piece mail and includes standard envelope, large envelope and packet. In accordance with the CEN standard, bulk mail, which frequently receives a lower delivery standard in return for price discounts, is not included.

Both the 2012 and 2013 surveys were conducted by Ipsos MRBI, an independent provider of business information, and independently audited by Mazars Ireland, who confirmed that the surveys were operated in accordance with the CEN Standard.

ComReg's regulatory oversight of An Post's universal postal service performance commenced in 2003 and recorded a performance result of 71% for delivery within one working day. The most recent 2013 survey shows an improvement of 16 percentage points (or 22% over the initial result) since 2003.