Republic Of Ireland Quality Of Postal Service Monitor

Interim Report
Items Posted On Or Between
1st July and 30th September, 2006

ComReg

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TNS mrbi/122573/06

1. INTRODUCTION

TNS mrbi has been commissioned by ComReg to monitor the quality of postal service in the Republic of Ireland, according to the European and Irish Standard, I.S. EN 13850: 2002, 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail' in parallel with the Guide for the implementation of EN 13850, TR 14709. For monitoring purposes, the universe of post is defined as all single piece priority mail and first class mail posted and delivered in the Republic of Ireland. Monitoring is conducted via a nationwide panel of homes and business premises posting and receiving mail on a continuous basis.

This report presents the findings for items posted on or between 1st July and 30th September, 2006.

Reports are issued on a quarterly and year-to-date basis.

TNS mrbi is an independent provider of business information. TNS mrbi is a fully owned subsidiary of TNS plc.

2. *NEXT DAY DELIVERY (D+1): ITEMS POSTED ON OR BETWEEN 1ST JULY AND 30TH SEPTEMBER 2006*

DELIVERY

		Anywhere	Local (delivery within county of posting)	Dublin County
POSTING	Anywhere	**74%** (+/-1.5%)	**74%** (+/-2.0%)	**73%** (+/-2.0%)
	Dublin county	**72%** (+/-2.6%)	**73%** (+/-3.1%)	**73%** (+/-3.1%)
	Outside Dublin county	**76%** (+/-1.9%)	**76%** (+/-2.6%)	**73%** (+/-2.8%)

1. *() figures in brackets relate to accuracy levels at 95% confidence*

2. *Total number of effective observations – 5,818*

3. *Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.*

3. *DELIVERY WITHIN THREE DAYS (D+3): ITEMS POSTED ON OR BETWEEN 1ST JULY AND 30TH SEPTEMBER, 2006*

		DELIVERY		
		Anywhere	Local (delivery within county of posting)	Dublin County
POSTING	Anywhere	**98%** (+/-0.5%)	**98%** (+/-0.6%)	**97%** (+/-0.8%)
	Dublin county	**97%** (+/-1.0%)	**97%** (+/-1.2%)	**97%** (+/-1.2%)
	Outside Dublin county	**98%** (+/-0.6%)	**98%** (+/-0.9%)	**97%** (+/-1.1%)

4. *() figures in brackets relate to accuracy levels at 95% confidence*

5. *Total number of effective observations – 5,818*

6. *Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.*

4.   METHODOLOGY

The method of monitoring is in full accordance with European and Irish Standard, I.S. EN 13850: 2002, 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail'.

4.1.   Calculation Of Transit Time

From the 1st September 2005 onwards mail posted on Saturday and Sunday are treated as mail posted on Monday. This change reflects the fact that there is no longer a weekend collection service. The Last Time of Posting (LTOP) for next-day delivery is clearly displayed on pillar-boxes and states that 'mail posted at any post-box/location on a Saturday, Sunday or Public Holiday will be delivered nationally on the second working day'. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day will be treated as a J+0 item. J+0 items are included in the J+1 figures for the purposes of calculating next-day delivery.

4.2.   Sample Design

The sample design corresponds with the most accurate and up-to-date estimates of real mail flow and discriminant characteristics provided by An Post. The sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:

- Method of posting
- Method of addressing
- Envelope colour
- Envelope size
- Method of payment
- Day of week of posting

Regional mail flows are quota controlled with weighting used to restore proportionality.

4.3. *Geographical Distribution*

Stratified random sampling is employed to achieve the required panel geographical distribution. All addresses are verified with panellists for accuracy and completeness.

4.4. *Calculation Of Results*

Accuracy of the transit time is assessed by calculating the variance of the estimator and the design factor, taking into account:

- number of points of induction and receiving

- correlation of test items

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5. PROJECT TEAM

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