



Commission for
Communications Regulation

ComReg reports 91% next-day delivery performance by An Post during 2016

Information Notice

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Additional Information

2016 QoS Annual Report	
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The Commission for Communications Regulation (ComReg) regulates postal services in the State. This statutory function includes setting quality of service standards for the universal postal service, which is provided exclusively by An Post, and monitoring An Post's compliance with those standards.

In 2004, and following a public consultation, ComReg set a quality of service standard requiring An Post to deliver 94% of single piece priority mail on the next working day ("D+1") and to deliver 99.5% of such mail within three working days ("D+3"). ComReg renewed these same quality of service standards in 2015, again following a public consultation.

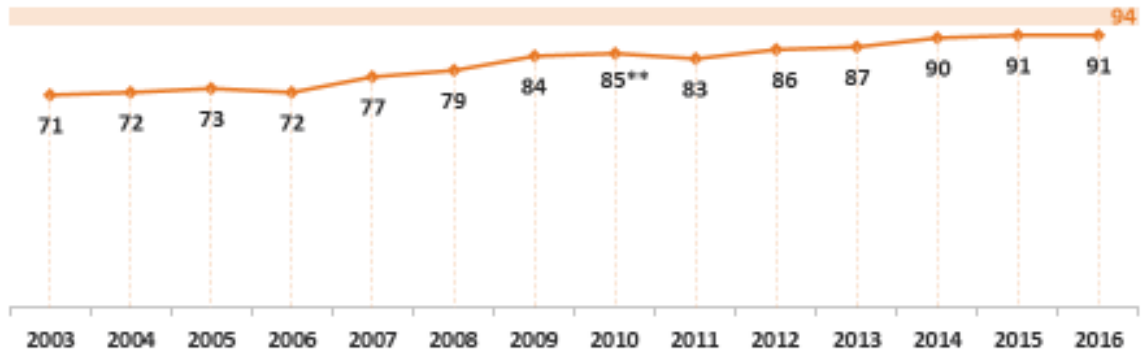
ComReg appointed Ipsos MRBI to independently monitor An Post's compliance with the above quality of service standards and An Post appointed KPMG to independently audit Ipsos MRBI's monitoring process.

ComReg has today published the report by Ipsos MRBI on its monitoring of the quality of service of the universal postal service, for the calendar year 2016. The report includes the following key findings:

- An Post delivered **91%** of single piece priority mail on the next working day following the day of posting, which is the same result as for 2015 and is 3% short of the 94% standard;
- An Post delivered **99.1%** of single piece priority mail within three working days following the day of posting, which is also the same result as for 2015 and is just slightly below the 99.5% standard, demonstrating that An Post's postal network can capably deliver the vast majority of single piece mail within three working days;
- In the 11-month period January to November 2016, An Post delivered **92%** of single piece priority mail on the next working day though next-day delivery performance fell to **77%** in December 2016, a notable deterioration; and
- An Post delivered 88% of "postal packets" (currently the growth area in postal services) on the next working day, which is 6% below the 94% standard.

ComReg first introduced independent monitoring of the quality of the universal postal service in 2003 and at that time just 71% of single piece priority mail was being delivered on the next working day. The rate of next-day delivery has therefore improved by 20 percentage points - a rate of improvement of 28% - since 2003.

National Next Day Delivery (D+1) Full Year – 2003 to 2016



**The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

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ComReg 17/37 contains the full set of published results and is available in the publications section at www.comreg.ie.

Editor Notes

Under the Communications Regulation (Postal Services) Act 2011, ComReg is the designated national regulatory authority for the postal sector with the overarching function to ensure the provision, throughout the State, of a universal postal service that meets the reasonable needs of postal service users. The same Act designates An Post as the sole “universal postal service provider”.

In 2004, and following a public consultation, ComReg issued a direction to An Post which set quality of service standards for the universal postal service. The direction set a next working day delivery standard of 94% for single piece priority mail posted in the State for delivery in the State and a 99.5% standard for delivery of such mail within three working days. ComReg re-consulted on these standards in 2015 and following that consultation the same standards were renewed.

ComReg is also statutorily required to monitor compliance by An Post with the quality of service standards and to publish an annual report on the results of its monitoring.

EU legislation requires that, in any Member State, the quality of the universal postal service shall be measured by a body that is independent of the provider of that service. The quality of the universal postal service is measured using statistical methods set out by the European Standards Institute (CEN) and mandated by the European Commission.

The monitor measures the rate of delivery of domestic single piece priority mail which includes standard envelopes, large envelopes and packets, posted within the State for delivery within the State. The monitor excludes “bulk mail” which often involves a deferred delivery in return for a price discount.

The quality of service monitor was independently operated by Ipsos MRBI on behalf of ComReg. The total number of effective observations in 2016 was 28,784 and the accuracy variance on the overall annual result stands at +/- 0.8 %.

In 2016, An Post appointed KPMG as the independent auditor of the quality of service monitor. KPMG carried out an extensive audit of the monitor’s documentation, processes, controls and statistical results. The KPMG audit confirmed that the monitor was conducted in material compliance with the applicable CEN standard EN13850:2012, that the 2016 results are reliable and robust, and that the Ipsos MRBI team have a high level of expertise and knowledge regarding the monitor.