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ComReg reports on An Post quality of service performance between July and September 2008

The Commission for Communications Regulation (ComReg), the national regulatory authority for the postal industry in Ireland, today published the results of its quarterly independent report on the Quality of Service performance of An Post during the period July to September 2008.

The report shows that:

- 80% of mail was delivered throughout the State within one working day in this quarter. This quarterly performance result compares with 79% for the same quarter in 2007. The year to date performance for next day delivery stands at 79% for the period January-September 2008, an improvement of just 1% for the same period in 2007 and still considerably short of the target of 94%.
- 97% of mail was delivered within 3 working days during the quarter ended 30 September. The year to date performance for the period January-September 2008 for delivery over 3 working days stands at 98%, still short of the 99.5% performance target set by ComReg.
- Dublin performance was the most disappointing with one in four items failing to get delivered the next day.

ComReg notes the marginal improvement of 1% in the year to date, when compared with the corresponding period last year, but is concerned that this minor improvement continues to leave An Post significantly short of its 94% target.

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of 7,537 test mail items, posted and delivered throughout the State to identify the on time reliability of An Post's domestic single piece mail.

The full set of published results – ComReg 08/93 – is available in the publications section of the ComReg website, www.comreg.ie

ComReg is the sole body with statutory responsibility for setting, monitoring and publishing quality of service standards in relation to the universal postal service. The survey is undertaken independently of postal operators. The survey is based on the statistical methods set out by the European Standards Institute (CEN) and is mandated by the European Commission. In accordance with the CEN standard, bulk mail, which frequently receives a lower delivery standard in return for price discounts, is not included. The survey is conducted by TNS mrbi and is independently audited.

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