



Commission for  
**Communications Regulation**

# **An Post's quality of service performance**

## **2014 Annual Results**

Information Notice

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## An Post's quality of service performance for 2014

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

Ipsos MRBI is the independent body appointed by ComReg to monitor the quality of the universal postal service achieved by An Post, in terms of the rate of delivery of single piece priority mail.

ComReg has today published the Ipsos MRBI monitor report for the calendar year 2014. The report shows that **90%** of single piece priority mail was delivered by An Post throughout the State on the next working day following the day of posting, a 3% improvement over the 2013 result, while **99.1%** of such mail was delivered within three working days.

These figures represent a further improvement in the quality of the universal postal service though the rate of next-day delivery remains below the set standard of 94%.

ComReg 15/65 contains the full set of published results and is available at [www.comreg.ie](http://www.comreg.ie).

**Notes**

European law 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. ComReg is required to monitor compliance by An Post with quality of service standards and to publish an annual report on the results of this monitoring exercise.

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 conducted by Ipsos MRBI on behalf of ComReg and it was independently audited by Mazars Ireland. The audit confirms that the monitor was conducted in accordance with the applicable CEN Standard EN13850:2012.

ComReg’s oversight of the quality of the universal postal service began in 2003 and recorded a next-day delivery performance of 71% for that year. The 2014 report therefore shows that An Post has improved its next delivery performance by 19% since 2003.