

Republic Of Ireland Quality Of Postal Service Monitor - 2008 Report

Items Posted On Or Between
1st January & 31st March 2008



Introduction

- TNS mrbi has been commissioned by ComReg to monitor the quality of postal service in the Republic of Ireland, in accordance with 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.
- Reports are issued on a quarterly and year-to-date basis.
- This report presents the Q1 findings for items posted on or between 1st January and 31st March, 2008.
- TNS mrbi is an independent provider of business information and is a fully owned subsidiary of TNS plc.
- To comply with EN 13850 ComReg has approved the appointment of Dr. Myra O'Regan, Department of Statistics, Trinity College, Dublin for the duration of the current contract to conduct an annual year-end audit certification of the monitor carried out by TNS mrbi, on its behalf.

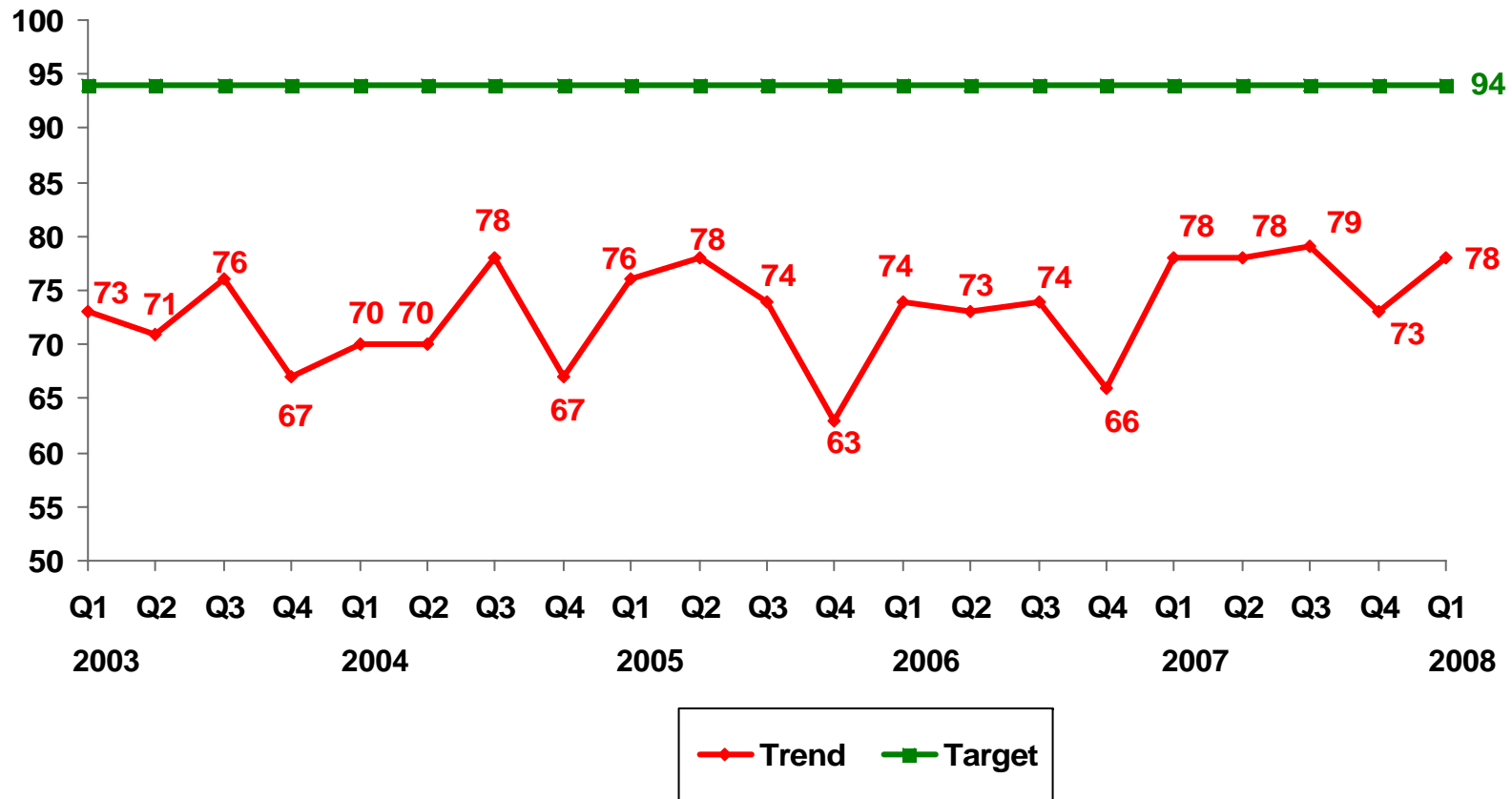
Summary

- Between January and March 2008, 78% of single piece priority mail was delivered on the next working day.
- Looking at comparative periods for the national monitor, Q1 2008 is on a par with Q1 2007 and the service improvement, first seen in Q1 2007 and subsequently sustained throughout last year, would appear to have levelled off.
- In Q1, performance of mail posted in Dublin for delivery within the county was poorer than Q1 last year, 75% versus 80% respectively. Traditionally mail posted for delivery within the county of posting outperforms the national figure. However, service performance in Dublin for Q1 2008 may have been slightly impaired by the limited unofficial industrial action at 2 of An Post's 28 Dublin Delivery Services Units.
- Mail posted within the county for delivery within the county, excluding Dublin County, while showing a small improvement of 2% when compared to Q1 2007, also continues to perform below target at 83%.
- While all three Induction Methods have improved since Q4 2007, the Post Box Induction measure has declined from 79% in Q1 2007 to 76% in Q1 2008. Comparing Q1 last year to this year, Collection for Business and Post Office have both improved by two percentage points to 81% and 78% respectively.
- In Q1 2008 97.8% of single piece priority mail was delivered within three days of posting, against a target of 99.5%. However this figure dropped to 97.3% for mail posted from anywhere for delivery within Dublin county. As mentioned previously this may be due to the limited industrial action at 2 Dublin delivery services units during Q1.

Findings - Quarterly

National Next Day Delivery (D+1)

January 2003 to March 2008 By Quarter



Next Day Delivery (D+1)

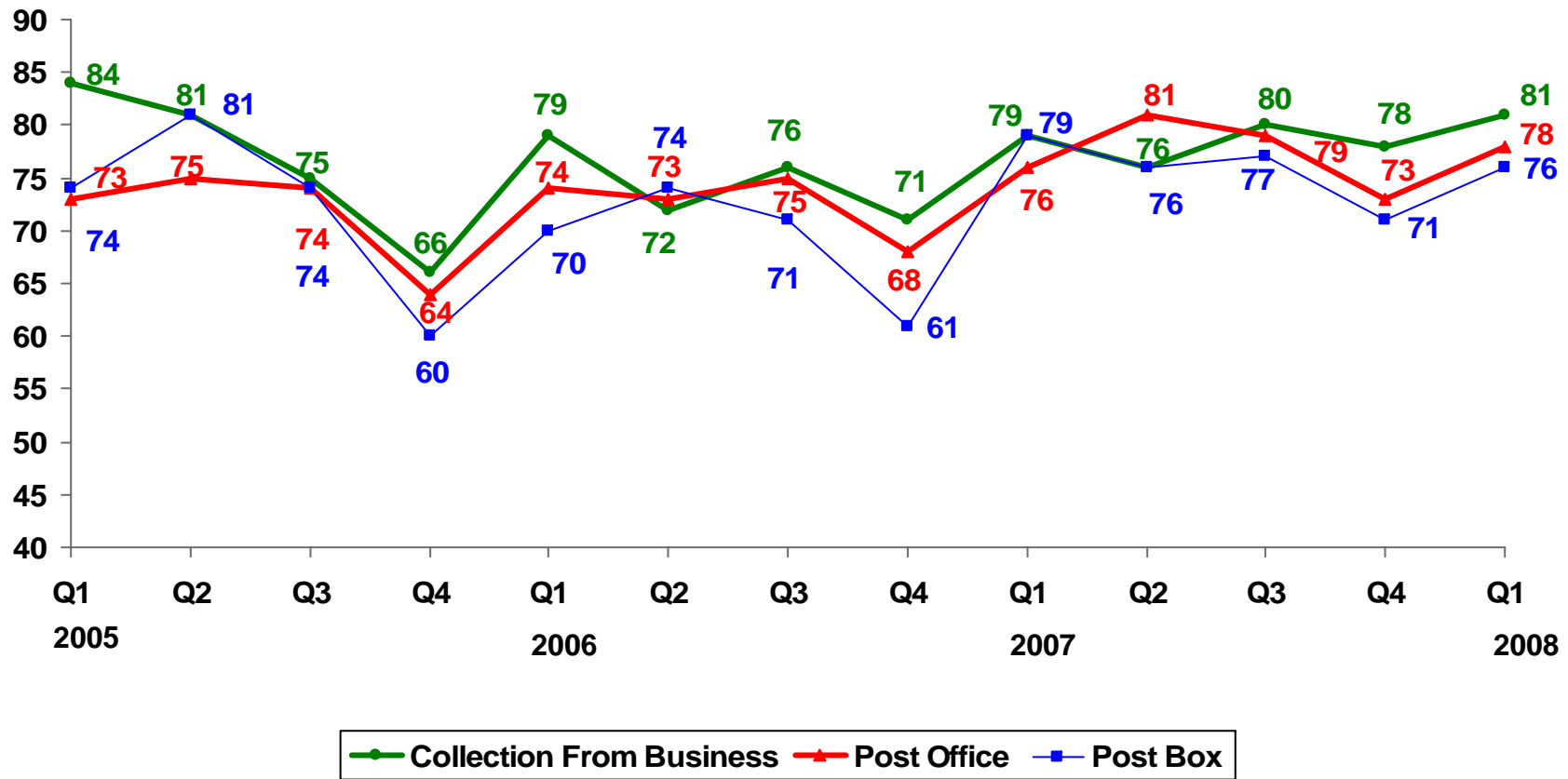
Items Posted On Or Between 1st January & 31st March, 2008

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	78% (+/-1.8%)	79% (+/-2.7%)	74% (+/-3.5%)
	From Dublin County	76% (+/-3.1%)	75% (+/-4.3%)	75% (+/-4.3%)
	From outside Dublin County	80% (+/-2.1%)	83% (+/-2.9%)	71% (+/-5.9%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,514
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.

Next Day Delivery (D+1)

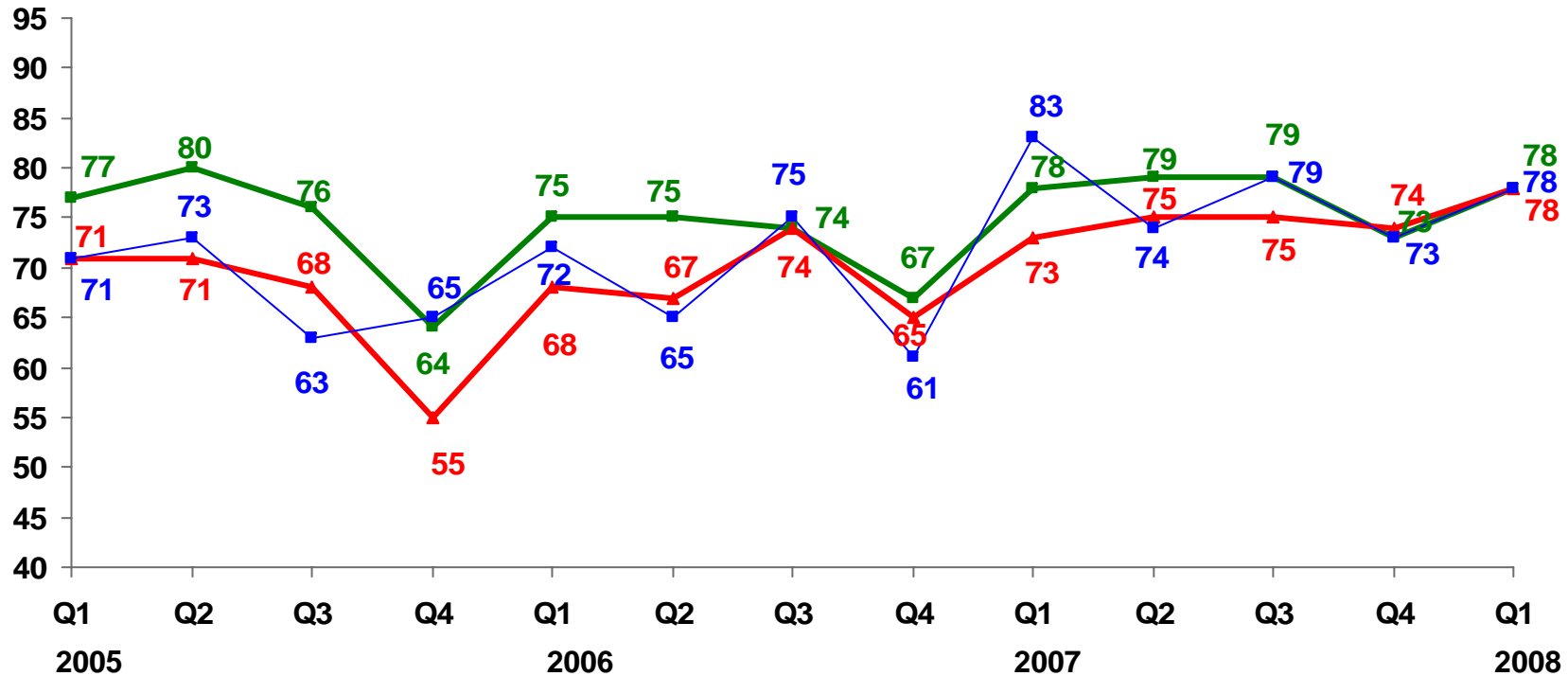
By Induction Method* - January 2005 to March 2008



* Metered Box items not reported due to small base sizes

Next Day Delivery (D+1)

By Mail Format* - January 2005 to March 2008



■ Standard Letter
 ▲ Large Envelope
 ■ Packets

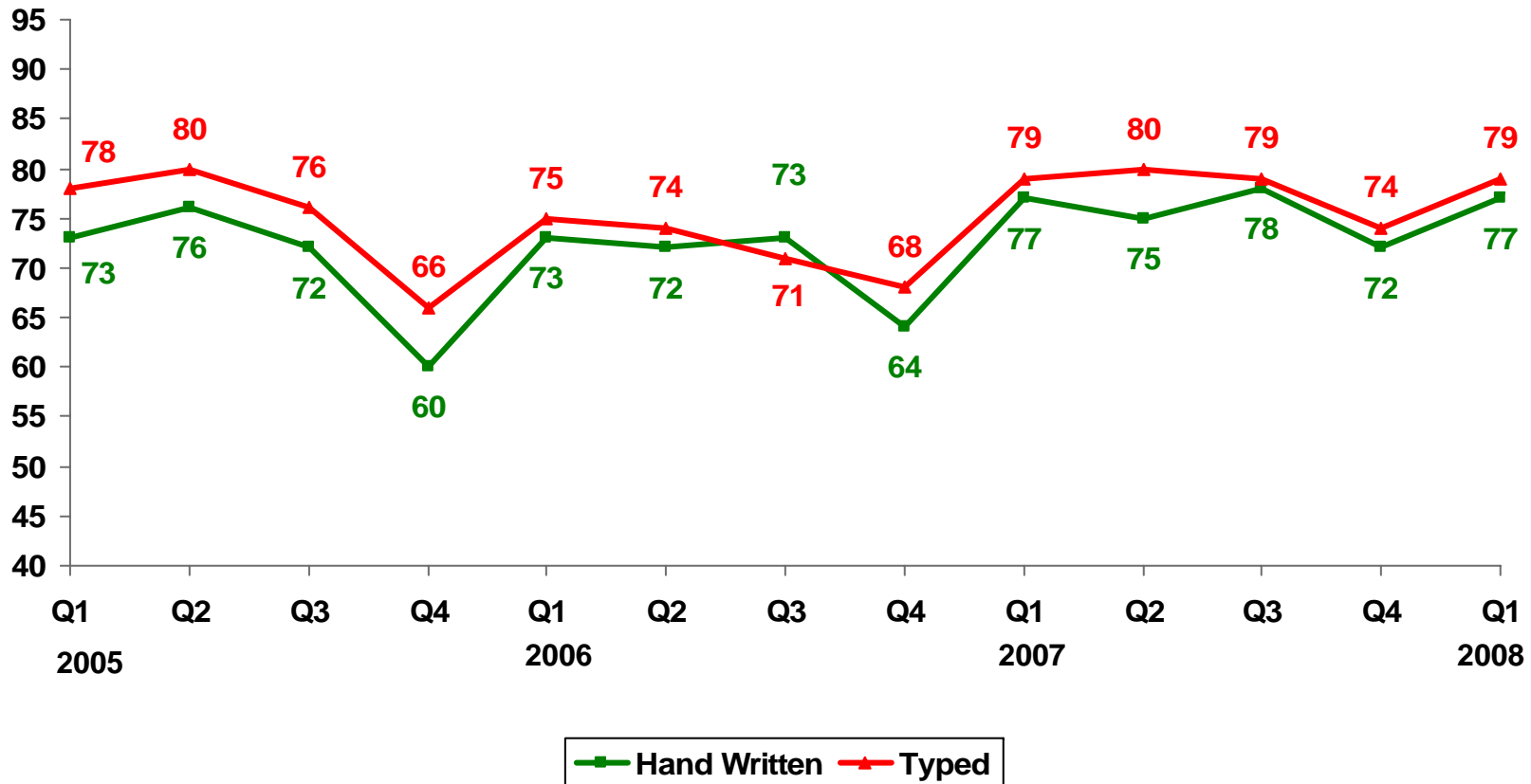


*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.
 Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

the sixth sense of business™

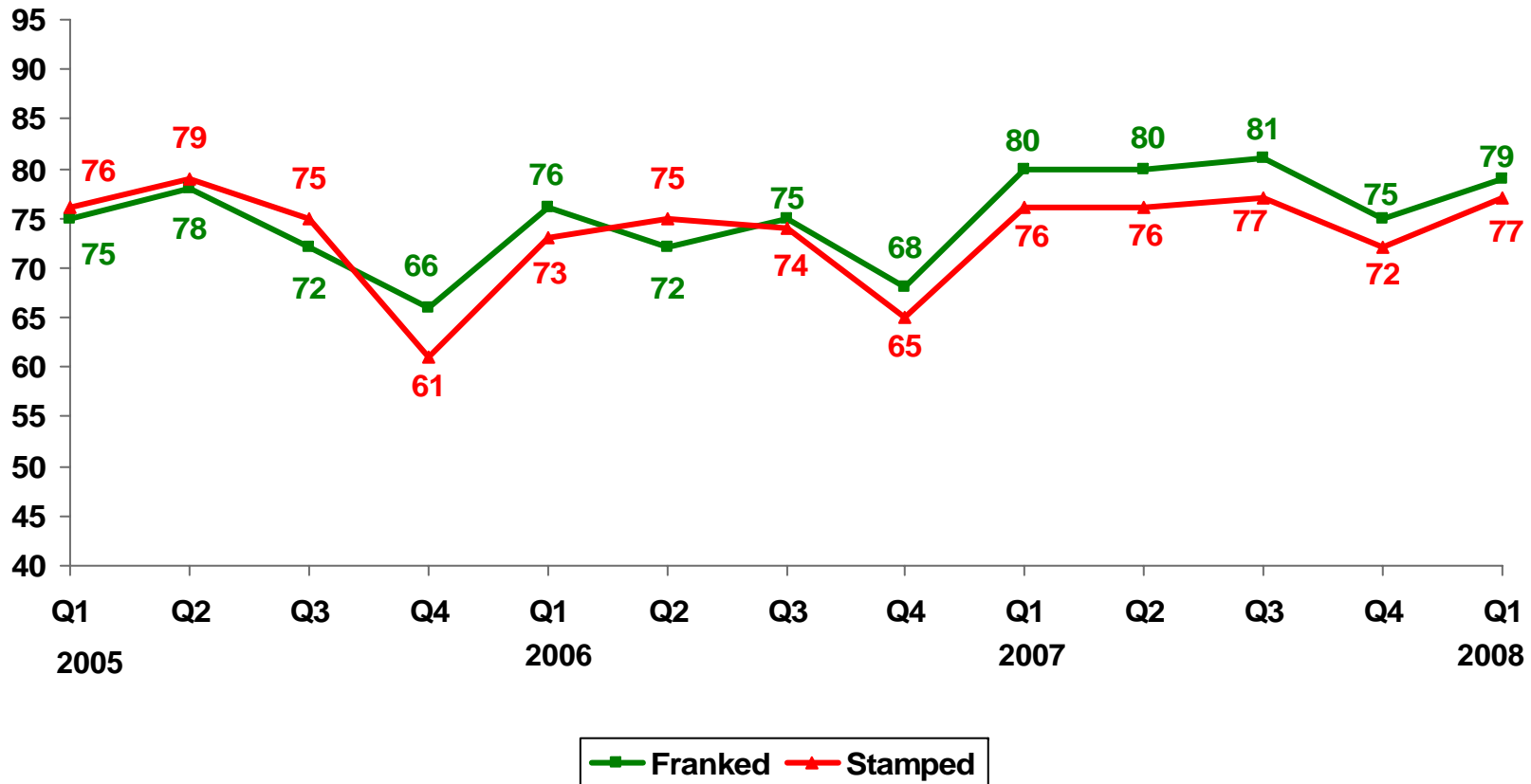
Next Day Delivery (D+1)

By Address Method - January 2005 to March 2008



Next Day Delivery (D+1)

By Payment Type - January 2005 to March 2008



Delivery Within Three Days (D+3)

Items Posted On Or Between 1st January & 31st March, 2008

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.5%)	98% (+/-0.9%)	97% (+/-1.0%)
	From Dublin County	98% (+/-0.8%)	97% (+/-1.3%)	97% (+/-1.3%)
	From outside Dublin County	98% (+/-0.7%)	98% (+/-1.3%)	97% (+/-1.7%)

4. () figures in brackets relate to accuracy levels at 95% confidence
5. Total number of effective observations – 7,514
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.

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'.

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 D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery.

Methodology (Cont'd)

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.

Methodology (Cont'd)

Geographical Distribution

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

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

Project Team

- Damian Loscher – Managing Director
- Louise Miller – Account Director
- Annette Farrell – Project Manager
- Silke Heinzl – Research Consultant

Republic Of Ireland Quality Of Postal Service Monitor - 2008 Report

Items Posted On Or Between
1st January & 31st March 2008

