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Survey shows decline in An Post quality of service for first six months of 2004

The Commission for Communications Regulation (ComReg) today published the results of a survey of An Post's quality of service performance for the first six months of 2004.

The survey shows the 70% of mail is delivered the next day compared to a 94% target set by ComReg. Last year, An Post achieved a 73% next-day delivery rate for the same period.

The survey also shows that 95% of mail was delivered nationwide within three working days.

The survey, conducted by TNS mrbi, is based on the statistical methods set out by CEN, the European Standards Institute. The service throughout the period measured falls significantly short of both the required standard of service set by ComReg and international best practice.

The impact of the disruption to service during March and April was not material in that it didn't, by itself, prevent An Post from meeting ComReg targets for next day delivery.

The survey shows a variation in the results for the different mail flows. Mail posted in Dublin receives slightly poorer levels than mail posted elsewhere – 66% compared with 74%. However only 69% of mail posted outside of Dublin for delivery in Dublin is delivered the next working day.

ComReg has set quality targets for single piece priority mail of 94% next day delivery and 99.5% for delivery within three working days. ComReg also required An Post to submit a copy of its implementation plan showing the date at which it expects to achieve its target. ComReg is currently assessing the plan which it has received. However, it is clear that An Post is some distance from meeting this target, and it is unlikely that it will be met in 2004.

ComReg Chairperson, John Doherty said: “It is imperative that An Post demonstrates a clear and visible improvement in its quality of service. The postal service, despite the growth of new technologies, is still important in terms of maintaining Ireland’s overall competitiveness. However, continuing low levels of service quality is impacting on user confidence and priority needs to be given to addressing this issue as current levels fall well below what a modern economy needs and expects.”

ENDS

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