



Quality of Service Performance Results

As officially submitted by MaltaPost p.l.c. to the Malta Communications Authority

Financial Year 2011

Next Day Delivery (J+1)

Period: 1st October 2010 to 30th September 2011

	<u>J+1 Result</u>	<u>J+1 Target</u>	<u>Source</u>
Domestic Ordinary Mail (single-piece mail)	96.18%	93%	Independent End-to-End Measurement
Domestic Bulk Mail	96.73%	93%	Independent End-to-End Measurement
Domestic & Inbound Registered Mail	99.75%	97%	Local Track & Trace System
Domestic & Inbound Priority Parcels	99.99%	97%	Local Track & Trace System
Inbound Ordinary Mail	92.90%	93%	UNEX Measurement System (IPC-Brussels)
Outbound Ordinary Mail	97.80%	93%	UNEX Measurement System (IPC-Brussels)
