



Quality of Service Performance Results

Official performance results as submitted to the Malta Communications Authority

Financial Year 2016

Next Day Delivery (J+1)

	Service Standard	Next-day Performance	Margin of Error	Next-day target	Day+2 Performance	Day+2 target	Day+3 Performance	Day+3 target	Source
Domestic Ordinary Mail (single-piece mail)*	Next-day delivery	93.3%	± 2.1%	95%	98.3% ^	98%	99.3% ^	99%	PwC Domestic End-to-End Measurement
Domestic Bulk Mail**	Next-day delivery	94.3%	± 2.5%	95%	98.2% ^	98%	99.2% ^	99%	PwC Domestic End-to-End Measurement
Inbound Ordinary Mail	Next-day delivery	93.5%	± 1.8%	95%	98.9%	98%	99.6%	99%	PwC Cross-Border Measurement
Outbound Ordinary Mail	Next-day dispatching	97.7%	± 1.7%	95%					PwC Cross-Border Measurement
Domestic & Inbound Registered Mail	Next-day delivery	99.6%	N/A	98%	99.9%	99%	100.0%	99%	Local Track & Trace System
Domestic & Inbound Priority Parcels	Next-day delivery	99.8%	N/A	98%	99.9%	99%	99.9%	99%	Local Track & Trace System

* Weighted performance results based on a twelve-month study conducted between November 2015 and October 2016

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^ Day+2 and Day+3 results are based unweighted calculations