



Quality of Service Performance Results

Official performance results as submitted to the Malta Communications Authority

Financial Year 2015

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	95.2%	± 2.5%	95%	99.3%	98%	99.7%	99%	Independent End-to-End Measurement
Domestic Bulk Mail	Next-day delivery	96.6%	± 2.8%	95%	99.1%	98%	99.4%	99%	Independent End-to-End Measurement
Inbound Ordinary Mail	Next-day delivery	92.7%	± 2.1%	95%	98.8%	98%	99.8%	99%	Local Track & Trace System
Outbound Ordinary Mail	Next-day dispatching	97.6%	± 1.7%	95%					Local Track & Trace System
Domestic & Inbound Registered Mail	Next-day delivery	99.2%	N/A	98%	99.9%	99%	99.9%	99%	UNEX Measurement System (IPC-Brussels)
Domestic & Inbound Priority Parcels	Next-day delivery	98.6%	N/A	98%	99.6%	99%	99.8%	99%	UNEX Measurement System (IPC-Brussels)