



Quality of Service Performance Results

Official performance results as submitted to the Malta Communications Authority

Financial Year 2019

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	93.2%	± 2.8%	95%	98.1%	98%	98.4%	99%	Informa Domestic Measurement
Domestic Bulk Mail	Next-day delivery	95.3%	± 2.7%	95%	98.5%	98%	99.0%	99%	Informa Domestic Measurement
Inbound Ordinary Mail	Next-day delivery	92.2%	± 2.4%	95%	98.9%	98%	99.7%	99%	UNEX Cross-Border Measurement
Outbound Ordinary Mail	Next-day dispatching	98.3%	± 2.3%	95%					UNEX Cross-Border Measurement
Domestic & Inbound Registered Mail	Next-day delivery	99.6%	N/A	98%	99.9%	99%	99.9%	99%	Local Track & Trace System
Domestic & Inbound Priority Parcels	Next-day delivery	99.1%	N/A	98%	99.9%	99%	99.9%	99%	Local Track & Trace System