



Quality of Service Performance Results

Official performance results as submitted to the Malta Communications Authority

Financial Year 2021

Next Day Delivery (J+1)

Important Note with regards COVID-19

Performance results for the Financial Year 2021 should be read within the broader context of the ongoing COVID-19 pandemic, during which time MaltaPost was operating under a state of Force Majeure.

	Service Standard	Next-day Performance	Next-day target	Day+2 Performance	Day+2 target	Day+3 Performance	Day+3 target
Domestic Ordinary Mail (single-piece mail)	Next-day delivery	91.0%	95%	96.6%	98%	98.0%	99%
Domestic Bulk Mail	Next-day delivery	90.8%	95%	97.9%	98%	98.5%	99%
Inbound Ordinary Mail	Next-day delivery	56.4%	95%	78.5%	98%	87.5%	99%
Outbound Ordinary Mail	Next-day dispatching	56.1%	95%				
Domestic & Inbound Registered Mail	Next-day delivery	99.1%	98%	99.8%	99%	99.9%	99%
Domestic & Inbound Priority Parcels	Next-day delivery	98.7%	98%	99.7%	99%	99.9%	99%