



Quality of Service Performance Results

Official performance results as submitted to the Malta Communications Authority

Financial Year 2022

Next Day Delivery (J+1)

Important Note with regards COVID-19

Performance results for the Financial Year 2022 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	87.6%	95%	95.3%	98%	97.6%	99%
Domestic Bulk Mail	Next-day delivery	90.7%	95%	97.8%	98%	98.5%	99%
Inbound Ordinary Mail	Next-day delivery	51.3%	95%	71.7%	98%	80.3%	99%
Outbound Ordinary Mail	Next-day dispatching	57.3%	95%				
Domestic & Inbound Registered Mail	Next-day delivery	98.0%	98%	99.8%	99%	99.9%	99%
Domestic & Inbound Priority Parcels	Next-day delivery	97.3%	98%	99.7%	99%	99.9%	99%