



Quality of Service Performance Results

As officially submitted by MaltaPost p.l.c. to the Malta Communications Authority

Financial Year 2012

Next Day Delivery (J+1)

Period: 1st October 2011 to 30th September 2012

	<u>J+1 Result</u>	<u>J+1 Target</u>	<u>Source</u>
Domestic Ordinary Mail (single-piece mail)	95.58%	94%	Independent End-to-End Measurement
Domestic Bulk Mail	95.27%	94%	Independent End-to-End Measurement
Domestic & Inbound Registered Mail	99.59%	98%	Local Track & Trace System
Domestic & Inbound Priority Parcels	99.12%	98%	Local Track & Trace System
Inbound Ordinary Mail	95.10%	94%	UNEX Measurement System (IPC-Brussels)
Outbound Ordinary Mail	98.00%	94%	UNEX Measurement System (IPC-Brussels)
