



Guernsey Post 2013/14

Quality of Service Report

The following report summarises Guernsey Post's (GPL) quality of service performance for the financial year April 2013 to March 2014.

End-to-end quality of service

The end to end analysis describes the results of the independent survey to measure the quality of service for mail for the following routes:-

- Posted and delivered within the Bailiwick of Guernsey (the Bailiwick)
- Posted within the Bailiwick delivered in Jersey
- Posted in Jersey delivered within the Bailiwick
- Posted within the UK delivered within the Bailiwick
- Posted within the Bailiwick delivered within the UK

Sample Size

The achieved sample sizes are shown in the table:

Route	Planned Samples	Actual Number of Samples
Posted and delivered within the Bailiwick	2256	2497
Posted UK and delivered within the Bailiwick	2256	3119
Posted within the Bailiwick and delivered in UK	2256	2300
Posted within the Bailiwick and delivered in Jersey	1200	1402
Posted in Jersey and delivered within the Bailiwick	1200	1367

Accuracy

The results come from a sample survey and hence are subject to random sampling variations. Whilst the survey figures do not measure precisely the service provided to all mail handled in the period, it is possible to calculate limits on how accurate the results are likely to be. (Technically these limits are 95% confidence limits.) Accuracy limits for this period and for the year to date are shown below.

Route	Accuracy
Posted and delivered within the Bailiwick	+/-1%
Posted UK and delivered within the Bailiwick	+/-2%
Posted within the Bailiwick and delivered in UK	+/-1%
Posted within the Bailiwick and delivered in Jersey	+/-1%
Posted in Jersey and delivered within the Bailiwick	+/-2%

End-to-end Results

	Posted GY - Delivered GY		Posted GY - Delivered UK		Posted GY - Delivered JE		Posted JE - Delivered GY		Posted UK - Delivered GY	
	J+1	J+3	J+1	J+3	J+1	J+3	J+1	J+3	*J+1	J+3
Actual	97.2%	100.0%	86.5%	99.2%	83.1%	99.7%	81.2%	99.6%	72.3%	97.8%
Target	95%	99%	82%	97%	82%	97%	82%	97%	82%	97%

* These items can be affected by incoming flight delays of which there were 26 in 2013.

Whilst the overall results are pleasing, given the number of targets met or exceeded, the quality of service between the UK and the Bailiwick is of concern having fallen almost 10% below the target. Of course the quality of service can be impacted by any substantive delays to the arrival of the mail aircraft which are outside the control of Guernsey Post. During the year the aircraft was delayed 26 times due to a combination of technical faults and adverse weather.

Special Delivery

	Special Delivery	Special Delivery
	Delivered GY	to UK
	D+0 *	D+0 *
Total	100%	100%

* Excluding aircraft failures

Over the course of the year GPL despatched 289,354 Special Delivery items to the UK of which c. 10,000 items were sent to HMRC for checks. No information is available in respect of the amount of time the items were detained by HMRC. These items would not have eligible for the next day delivery guarantee.

Efficiency of Internal Operations

To support the analysis of the end-to-end quality measurements, GPL also records the time taken to sort and deliver mail, by product, after it has arrived in Guernsey and is under the control of GPL. The results are summarised in the following table:-

	1st Class		2nd Class	All Mail
	Delivered GY		Delivered GY	to UK
	D+0	D+1	D+1	E+0
Total	98.6%	99.2%	95.4%	99.7%
Target	98%	100%	98%	98%

Whilst the direct impact of aircraft delays is irrelevant in respect of this analysis, the indirect impact of dealing with effectively double volume the following day inevitably puts strain on capacity. In this context the relatively high level of aircraft delays throughout the year has had an adverse impact on the 2nd class performance.

Bulk Mail

The internal efficiency of despatching Bulk mail is also measured by GPL. The following table summarises the percentage of mail connecting with Royal Mail's network.

	Bulk Mail - Air		Bulk Mail - Sea	
	to UK		to UK	
	D+0	D+2	D+0	D+2
Total	99.9%	100%	99.9%	100%

Complaint Management

Our Customer Service team ensures that every customer complaint is logged and allocated to the relevant department for action. Our systems ensure complaints are dealt with in a structured timeframe, and that repeat failures or underlying performance issues are identified.

The target for acknowledging customer complaints is two working days, however the Customer Service team ensure that these are logged same day and although the final resolution target is 10 working days, we regularly have a resolution within 5 working days. Our customers are kept informed at each step of their complaint. The following table summarises the complaints resolved within 10 working days:-

Month	Target	Performance
April 2013	95%	99.0%
May 2013	95%	95.0%
June 2013	95%	100.0%
July 2013	95%	100.0%
August 2013	95%	100.0%
September 2013	95%	100.0%
October 2013	95%	100.0%
November 2013	95%	95.5%
December 2013	95%	97.4%
January 2014	95%	86.8%
February 2014	95%	83.3%
March 2014	95%	88.9%
Total	95%	95.5%

The following table summarises complaints acknowledged within two working days:-

Month	Target	Performance
April 2013	95%	100.0%
May 2013	95%	100.0%
June 2013	95%	100.0%
July 2013	95%	100.0%
August 2013	95%	100.0%
September 2013	95%	100.0%
October 2013	95%	100.0%
November 2013	95%	100.0%
December 2013	95%	100.0%
January 2014	95%	100.0%

February 2014	95%	100.0%
March 2014	95%	100.0%
Total	95%	100.0%

The following table summarises the number of delivery complaints received compared with volume of mail handled by month:-

Month	Items Delivered (,000)	Number of complaints	Complaints per 50k items delivered
April 2013	1,590	72	2.3
May 2013	1,609	58	1.8
June 2013	1,475	46	1.6
July 2013	1,546	55	1.8
August 2013	1,378	38	1.4
September 2013	1,573	57	1.8
October 2013	1,667	74	2.2
November 2013	1,656	61	1.8
December 2013	2,104	35	0.8
January 2014	1,570	26	0.8
February 2014	1,335	12	0.4
March 2014	1,494	14	0.5
Total	18,997	548	1.4