

# Yearly Quality of Service Indicators



## QUALITY OF SERVICE – YEAR 2018

QUALITY OF SERVICE INDICATORS		Universal Postal Service			Cumulative Performance year 2018
		Wg (%)	Mín.	Target	
<b>IQS1</b>	Transit Time of Non Priority Mail J+3	32,0	95,5%	96,3%	96,4%
<b>IQS2</b>	Transit Time of Priority Mail J+1 Mainland	6,0	93,5%	94,5%	92,3%
<b>IQS3</b>	Transit Time of Priority Mail J+2 Islands – Azores and Madeira Regions (until 2 days)	3,0	84,0%	87,0%	86,0%
<b>IQS4</b>	Non Priority mail undelivered until 15 working days (per thousand letters)	3,0	2,3‰	1,4‰	0,7‰
<b>IQS5</b>	Priority Mail undelivered until 10 working days (per thousand letters)	3,0	2,5‰	1,5‰	1,2‰
<b>IQS6</b>	Transit time of Newspapers and Periodicals J+3	10,0	95,5%	96,3%	97,0%
<b>IQS7</b>	Transit time of EU Cross border mail J+3 end to end	2,5	85,0%	88,0%	80,5%
<b>IQS8</b>	Transit time of EU Cross border mail J+5 end to end	2,5	95,0%	97,0%	96,0%
<b>IQS9</b>	Transit time of Parcels (J+3)	3,0	90,5%	92,0%	94,8%
<b>IQS10</b>	Waiting time in queue, less than 10 minutes	5,0	75,0%	85,0%	91,4%
<b>IQS11</b>	Transit Time of Registered Mail (J+1)	30,0	89,0%	91,0%	93,7%
Transit Time of Parcels J+7 – Azores Region					98,3%
Transit Time of Parcels J+15 – Azores Region					100,0%
Transit Time of Parcels J+5 – Madeira Region					97,4%
Transit Time of Registered Mail J+2 – Mainland, Azores and Madeira					82,9%

### Remarks:

Transit Times until (n) days: delivery to the recipient until (n) working days after induction of mail items in an induction point.

**WG:** Quality of service indicator weight

**Mín.:** Minimum value of each Quality of Service Indicator, according to article 13, n.1 of Portuguese Postal Law.

**Target:** Target value of each Quality of Service Indicator, according to article 13, n.1 of Portuguese Postal Law.

The calculation of the indicators takes into account the items sent from 01.01.2018 until 31.12.2018.

### Indicators annual value:

**IQS1 till IQS6 and IQS9 till IQS11:** IQS1 till IQS6 and IQS9 till IQS11 calculated by external provider (PwC – PricewaterhouseCoopers);

**IQS7 and IQS8:** corresponding to the weighted average of 4th quarter 2017 value and first three quarters of 2018 value, published by IPC – International Post Corporation, according to UNEX – Unipost Measurement System.

**Detailed information about Quality of Service indicators (calculation method and additional information):** Find out more in [www.CTT.PT](http://www.CTT.PT)

## COMPLAINTS AND INFORMATION REQUESTS ABOUT UNIVERSAL POSTAL SERVICE IN 2018

Category	Complaints			Information Requests		Received in 2018
	Answered in 2018	Compensation based on answered complaints	Average answering delay (in calendar days)	Answered in 2018	Average answering delay (in calendar days)	
<b>Total</b>	89 076	20 075	29,4	53 245	25,2	137 026
<b>Nacional</b>	45 914	2 378	11,9	16 058	14,0	60 144
<b>Internacional</b>	43 162	17 697	48,0	37 187	30,0	76 882