

Postcomm Report on POSTRS KPIs for 2nd Quarter 1st April 2010 to 30th June 2010

- KPI 1:** Percentage of calls answered by POSTRS staff within 2 minutes
Target 95%, Actual 100%
Target achieved and surpassed by 5%
- KPI 2:** Percentage of written correspondence receiving a response within 5 working days:
Target 100%, Actual 99.98%.
This represents one piece of correspondence which was an email that was missed and found after 5 days.
- KPI 3:** Percentage of Adjudicators' Final Decisions issued within 6 weeks of receipt of the application from the customer:
Target 90%, Actual 93%
Target achieved and surpassed by 3%
- KPI 4:** Percentage of Adjudicators' Final Decisions issued more than 8 weeks after receipt of the application from the customer and the reasons why:
Target <3%, Actual 2%.
Target achieved and surpassed by 3%.
- KPI 5:** Unit cost as an indication of improved efficiency: The total costs to members divided by the number of valid applications. This is reported on a quarterly basis.
The figure for this quarter is £322.50. This figure has changed significantly since the previous quarter because of a reduction in the fixed fee for the service and an increase in the number of cases.

Operating Data 1st April to 30th June 2010

- the number of enquiries/contacts per postal operator
 - RMG = 92
 - Not a member of POSTRS = 1
- the number of enquiries/contacts to POSTRS split by those which are inside and outside the terms of reference of the Scheme(i.e. nature of calls/contacts/cases)
 - 95 Enquiries Rec'd
 - Customer Service = 3
 - Damage = 4
 - Delay = 14
 - Loss = 33
 - Other/Undefined = 40
 - 1 outside scope of scheme
 - Non member / unknown company = 0
 - Business Decision = 0
 - Product outside scope = 1
 - General Enquiry = 0
- the average response times between receipt of complaint form and issue of final decision (i.e. time taken by POSTRS to make final decisions on cases)
 - 37 days
- the number of cases which are out of scope and an analysis of the reasons why the cases are out of scope.
 - 23 Applications Rejected
 - Premature = 15
 - Over 9 month limit = 1
 - Product not covered = 5
 - No POSTRS member company = 2
- the number of cases per postal operator split by those initiated as a result of a 'deadlock' letter, type of complaint.
 - Royal Mail
 - 100 cases proceeded to adjudication
 - 81 as a result of a deadlock letter.
 - Customer Services = 5
 - Damage = 13
 - Delay = 11
 - Loss = 63
 - Other = 8
- Remedy/outcome
 - Claimant = 5
 - Respondent = 42
 - Split = 30

 - Apology = 3
 - Explanation = 0
 - Compensation = 32
 - Action = 1

*Figures are subject to audit and may vary slightly in the final annual report.