

Postcomm Report on POSTRS KPIs for 2nd Quarter 1st January to 31st March 2009

- KPI 1:** Percentage of 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 94%.
Target missed by 6%.
- KPI 3:** Percentage of Adjudicators' Final Decisions issued within 6 weeks of receipt of the application from the customer:
Target 90%, Actual 77%
Target missed by 13%

Due to the sudden departure of one of the POSTRS adjudicators at the end of last year, we had to train another adjudicator to handle POSTRS cases. This then resulted in the target being missed.
- 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 0%.
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 Q2 of the scheme was £631.27

This is a reduction of £92.88 when compared to the Q1 figure of £724.15