

Report on POSTRS KPIs for 1st Quarter 1st October to 31st December 2008

- KPI 1:** Percentage of Percentage of calls answered by POSTRS staff within 2 minutes
- Target 95%, Actual 100%
- Target achieved and surpassed by 5%, this is due to the fact that our telephone system is set up in such a way that if a call is not answered by the POSTRS case administrator it will trip to other case administrators until the call is answered.
- KPI 2:** Percentage of written correspondence receiving a response within 5 working days:
- Target 100%, Actual 92%.
- Target missed by 8%.
- As this is the first quarter of the scheme operation a few teething issues have been experienced. Sometimes extra information has been required such as finding out if products are inside or outside the scope of the scheme. This has then sometimes resulted in a delay in processing a case and the associated delay in providing a written response. However it should be noted that this has not affected POSTRS ability to meet and surpass the target regarding issuing decisions within 6 weeks and no case has taken longer than 8 weeks.
- KPI 3:** Percentage of Adjudicators' Final Decisions issued within 6 weeks of receipt of the application from the customer:
- Target 90%, Actual 96%
- Target achieved and surpassed by 6%.
- 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 Q1 of the scheme was £724.15