

**POSTRS KPIs for 2nd Quarter 2009
1st April to 30th June**

Revised KPI 5

- 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 97%.
Target missed by 3%.
- KPI 3:** Percentage of Adjudicators' Final Decisions issued within 6 weeks of receipt of the application from the customer:
Target 90%, Actual 81%
Target missed by 9%

During this reporting period one of the POSTRS adjudicators gave notice of his intention to leave IDRS and take up employment elsewhere. As a result of this we interviewed a number of external candidates and identified a replacement. Unfortunately whilst still undergoing his training with us the replacement received an offer from another employer which he accepted. 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 Quarter 2 was £618.68