

POSTRS KPIs for 3rd Quarter 2009
1st July to 30th September

Revised KPI 5

- 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 100%.
Target achieved.
- KPI 3:** Percentage of Adjudicators' Final Decisions issued within 6 weeks of receipt of the application from the customer:
Target 90%, Actual 94%
Target achieved and surpassed by 4%
- 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 3 was £612.42.