



2013 Quality of Service Report
Submitted to the Jersey Competition
Regulatory Authority

8 August 2014

Introduction

In March 2013 the JCRA published an Initial Notice of a Direction to Jersey Post Limited regarding quality of service (CICRA 13/12).

This report from Jersey Post provides the information required under the Direction for the year ending 31 December 2013.

Our Quality of Service (QoS) is measured independently by Research International who check the days taken to receive sample items of mail.

2013 QoS Local, Guernsey, UK and Isle of Man

	Posted JE		Posted UK / IOM		Posted JE		Posted GY		Posted JE	
	Delivered JE		Delivered JE		Delivered UK / IOM		Delivered JE		Delivered GY	
	J+1	J+3	J+1	J+3	J+1	J+3	J+1	J+3	J+1	J+3
Total	96.6%	99.8%	73.2%*	98.2%	81.8%	99.0%	79.6%*	99.3%	81.0%	98.9%
Target	95%	99%	82%	97%	82%	97%	82%	97%	82%	97%

* These items can be affected by flight delays of which there were 29 in 2013.

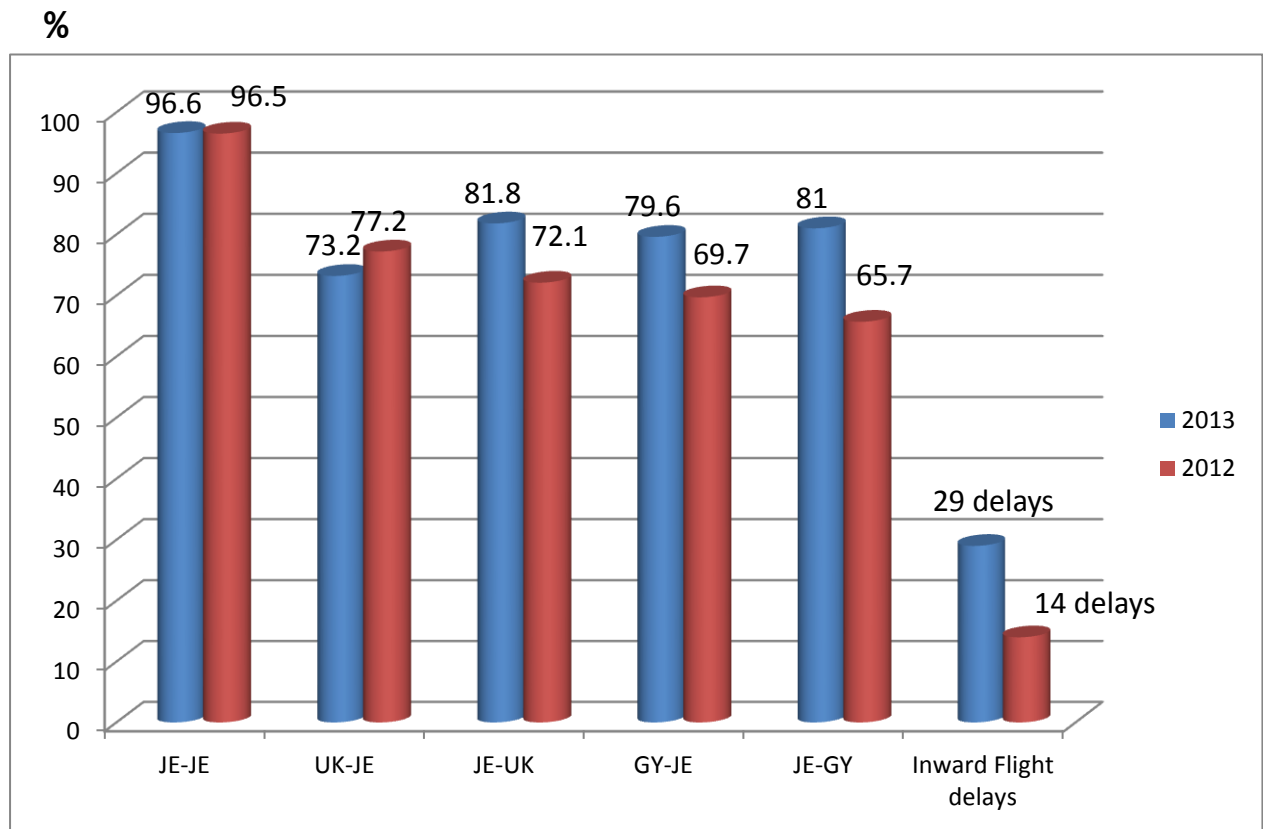
Mail items posted from and delivered in Guernsey are still slightly behind the JCRA target and we are working with our colleagues in Guernsey Post to try to improve this.

The result which still gives us concern is mail which comes to Jersey from the UK for which only 73% met the target, a decline since 2012. Until the mail arrives in Jersey, the items are outside our control and are handled on our behalf by Royal Mail. The below target performance continues to frustrate us and we continue to seek to improve on this.

Our commitment to delivering on time is shown by the 97% performance for mail posted and delivered locally which are the only items completely within our own control. We are also pleased that all J+3 targets have been met which demonstrates our commitment to “the tail of the mail” over which we have control.

The J+1 results shown in the above table were included in our 2013 Annual Report which was published on 30 June 2014.

QoS 2013 compared to 2012



We are pleased that, with the exception of mail posted to the UK, our performance has improved compared to 2012. The increased number of inbound flight delays compared to 2012 will have had a negative impact on our achievement of the UK-JE target.

2013 QoS Special Delivery

	SDI Inward		SDI Inward		SDI Outward*		SDI Outward*	
	GY-JE	Excluding aircraft failures	UK-JE	Excluding aircraft failures	JE-UK	Excluding aircraft failures	JE-GY	Excluding aircraft failures
	D+0		D+0		D+0		D+0	
Total	96.3%	100.0%	90.2%	100.0%	95.3%	99.9%	99.7%	99.9%
Target	98%		98%		98%		98%	

* despatched only

Items detained by HMRC

In 2013 there were 9,688 SDI items sent to HMRC for checks out of a total of 88,273 SDI items despatched to the UK (11%). We do not have any information on the length of time the items were detained. These items would be packets for which VAT had not already been prepaid at the counter in Jersey.

2013 QoS DSA, UK 2nd class and Mailsort

	DSA		2 nd Class/ Mailsort	
	Delivered JE		Delivered JE	
	D+0	D+1	D+1	D+3
Total	75%	99%	63%	99%
Target	98%	100%	98%	99%

Similarly to our 1st Class UK letter mail, DSA traffic from the UK was negatively impacted by network / aircraft failures. Volumes processed were also restricted during the early and middle part of the year by the declining efficiency of our old OCR Letter Sorting Machine (18 days of machine mail processing were lost during the course of the year and a manual sortation contingency was employed on these days.) Changes to manual processes during Q2/3, & ultimately the introduction of the new Letter Sorting Machine in October 2013, saw the volume of DSA processed by machine increase significantly which helped to stabilise the end of year figure, although it still fell below the target for the year as a whole.

QoS bulk mail

Items which are sent Special Delivery by our Logistics division are included as part of the sampling for QoS, the results of which are reported in the table on page 3.

All other bulk mailings are for periods of delivery of 3-5 or 3-10 days (the latter being for some of our international routes). Jersey Post has not carried out any independent verification of whether delivery times are achieved. However, due to the nature of our close working relationship with our bulk customers, for whom delivery performance is very important, we would be aware of any significant delays or repeated problems. This is an area of our business which is competitive - there are other providers on Island but also other options for customers in terms of international routings, including relocation to other jurisdictions. Quality of Service in all respects is our number one priority to ensure we retain customers and support them in growing their business in the challenging post UK LVCR operating environment.

Customer Service and complaints

Our Customer Service Department is the main contact point for all customers wishing to obtain information about our products and services and also, when unfortunately there has been a problem with delivery of their mail. We would like not to have any complaints but that is an unrealistic goal. We are however striving hard to learn from our mistakes and to avoid repeated errors.

All enquiries and complaints are treated as time critical and the overriding principle is to resolve them as quickly as possible. There has been significant progress made over the last 12 months, in addressing complaints and how they are managed and communicated to the Delivery staff. The CEO, Director of Postal Operations, Quality Assurance Manager, Customer Service Manager, Postal Operations Manager and a representative from the CWU, meet on a bi-weekly basis and discuss the individual cases and their content. This review mechanism is proving invaluable and has enabled the business to better understand the effect complaints about our service have on the customer, making it 'real', rather than just a statistic. Customer complaints and the failures which have led to them are regularly communicated to our delivery staff, so there is an understanding of how even a small error, can have a big impact.

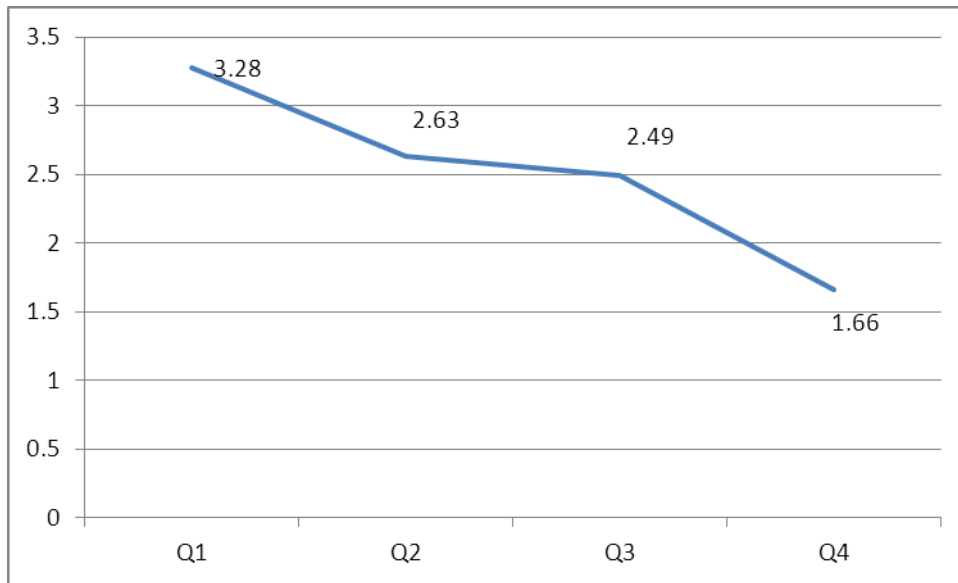
The timeframe for acknowledging customer complaints is two working days and the resolution time is 10 working days.

Customer delivery complaints 2013

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Items Delivered in Period '000¹	2,164	1,801	1,948	1,972	1,953	1,809	1,960	1,662	1,829	2,015	2,026	2,573	23,712
Delivery complaints per 50k Items delivered in period	4.14	3.14	2.57	2.87	2.12	2.90	2.55	2.71	2.21	1.74	1.31	1.92	2.50

¹ Delivered items include all inbound and local mail but exclude our Direct to Home product.

Average delivery complaints per 50k items delivered 2013



Complaints about mis-delivery of mail

In 2013 there were a total of 1,186 customer complaints relating to the delivery of mail. Of these 305 (26%) related to the mis-delivery of mail items.

Customer Survey

At the end of January 2014 we sent out our third all-island customer survey. The table below shows the results and how these have improved over the last two years.

	Good or Very good		
	2013/14	2012/13	2011/12
How do you rate your postman?	92%	86%	90%
How do you rate the overall delivery service?	80%	71%	69%
How do you rate the retail network?	81%	71%	80%

Once again the survey attracted a large response from the public of the Island, with 96% or higher of respondents answering the above questions as satisfactory or better.

World Host Customer Services Training

During the first part of 2014 all Jersey Post employees undertook the World Host customer services training programme. This is the training which was provided to the staff and volunteers for the London 2012 Olympics. We intend to continue to provide this training to all new members of staff.