

Sent: 02 August 2012 16:56

Subject: Q of S suggestions

Dear Paul

Further to our recent conversation on Quality of Service I would like to make the following observations:

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You are suggesting that we measure Signedfor (Recorded) products, these items travel in both first and second class mail and are not tracked until the item has been either delivered or attempt of delivery has been made. Setting up a separate recording for these items would require additional sample items at additional cost and I don't believe that the volumes justify this as we already measure the first class end to end traffic.

Special Delivery, whilst we aspire to deliver 100% this is an aspiration rather than a target that we should be set in my view. As we are on an island inevitably we get delays with weather and tech and I would recommend a 98 or 99% target for this traffic so that it is achievable.

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Internal target for Second class mail as D+0 is not achievable with our current mail arrivals. Our second class mail arrives on the boat and is not available for processing before our delivery staff depart, I would suggest that this becomes D+1.

I would also suggest that you consider a table similar to Guernsey Post on page 17 to include Mail sort 2 and Mail sort 3 with the same targets.

You haven't suggested any internal measure for DSA traffic for either ourselves or Guernsey, I would suggest that as the product specification is for the mail to be at the mail centre before 12 noon day before delivery then D=1 be a target for this mail stream so we would continue to process the traffic on day of arrival for next day delivery.

I hope these comments are helpful and apologise for the delay as I explained I did want to discuss them first with you before writing. Please contact me should you want to discuss further.

Kind regards

Andy

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