

## Royal Mail: Service Quality

This table summarises Royal Mail's recent delivery performance on its principal products.

### Annual Figures

	Apr 2001- March 2002	Apr 2002 - March 2003	Apr 2003 - Mar 2004	Targets April 2003- March 2004
<b>First Class:- % delivered next day</b>				
Stamped & Metered	89.9	91.8	90.1	<b>92.5</b>
Postage Paid Impression	81.4	83.9	83.5	<b>90.6</b>
1st class Response Services	78.1	80.3	81.7	<b>90.3</b>
Mailsort 1	90.0	90.8	89.2	<b>91.0</b>
Presstream 1	89.2	90.8	88.1	<b>90.5</b>
<b>First Class:- Postcode Area Performance</b>				
All mail*	60.2	91.5	55.9	<b>100.0</b>
Local mail**	71.9	90.9	80.2	<b>100.0</b>
<b>Second Class:- % delivered within 3 days</b>				
Stamped & Metered	98.3	98.6	97.8	<b>98.5</b>
Postage Paid Impression	94.4	96.9	94.6	<b>97.4</b>
2nd class Response Services	93.7	93.7	92.2	<b>97.5</b>
Mailsort 2	95.5	96.5	95.7	<b>97.5</b>
Presstream 2	96.2	96.8	95.1	<b>97.5</b>
<b>Special Delivery (% delivered next day)</b>	98.5	98.6	97.9	<b>99.0</b>
<b>Standard Parcel (% delivered within 3 days)</b>	81.0	88.5	88.9	<b>90.0</b>
<b>Mailsort 3 (% delivered within 7 days)</b>	97.9	98.0	97.4	<b>97.5</b>

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### Quarterly Figures

	03/04 Q1	Q2	Q3	Q4
Stamped & Metered 1st class	92.4	93.1	85.0	89.4
Postage Paid Impression 1st class	87.2	87.5	74.7	83.6
Mailsort 1	92.8	91.9	81.9	88.7
Stamped & Metered 2nd class	98.7	98.7	95.1	98.4
<b>Postcode Area Performance</b>				
All mail*	81.4	94.9	17.8	42.4
Local mail**	90.1	85.9	58.7	81.0

\*This is the proportion of all but 3 remote postcode areas (i.e. 118 areas) which achieve a target % for first class, stamped and metered mail delivered next day, whether delivered locally or passed to another postcode area for delivery. The target % in 2003-3 is 90.5%.

\*\*This is the proportion of all 121 postcode areas which achieve a target % for first class, stamped and metered mail delivered next day, within the same postcode area. The target % in 2003-3 is 92.5%.