



Proposal of a general nature

BAHAMAS, NETHERLANDS ANTILLES AND ARUBA, SAINT LUCIA, UNITED STATES OF AMERICA

Resolution

Communication of quality of service measurement results to member countries

Congress,

Bearing in mind

the work accomplished by the Strategic Planning Group to develop report cards that show the degree to which member countries and postal administrations have achieved the objectives of the Nairobi Postal Strategy,

Taking into account

the fact that a central purpose of these report cards is to indicate, in quantifiable terms, progress made by individual member countries in implementing the Nairobi Postal Strategy, and that the measurements of the quality of service attained by postal administrations of destination in delivering inward letter-post and parcel-post items are key indicators for this purpose,

Recognizing

that quality of service measurements form, in part, the basis for terminal dues payments for letter-post items provided for in the UPU Convention,

Aware

that serious efforts are underway to develop methodologies to link quality of service measurement results and inward land rates for parcels,

Noting

the considerable financial and management resources invested by the Union to develop and deploy systems to measure quality of service,

Convinced

that the publication of measurement results is essential to ensure transparency and produce tangible evidence that the investments made to measure quality of service contribute to the overall improvement in quality,

Instructs

the Council of Administration and the Postal Operations Council to:

- determine the most appropriate manner to publish the results of letter-post and parcel-post quality of service measurements attained by individual postal administrations of destination in accordance with the provisions of the UPU Convention; and

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- decide whether these results should be published in the annual report cards on implementation of the Nairobi Postal Strategy.

Reasons. - Following the Bucharest Congress, the Strategic Planning Group developed annual report cards that show the degree to which individual member countries and postal administrations have attained the goals of the Bucharest Postal Strategy. Arguably the most important of these goals was the attainment of a high level of quality of service. Among other indicators, the report cards focus on the performance of postal administrations of destination in delivering inward letter-post items and on the application of barcoded item identifiers on parcels.

By far the most important objective in the Nairobi Postal Strategy, based on replies to a survey sent to all UPU member countries in late 2007, is "enhancing quality of service and efficiency of the postal network". To enhance or improve quality, it is first necessary to know the current level of performance. To the extent that figures or quantifiable data showing the quality of service performance of postal administrations are available, they should be published so that the efforts to measure quality of service produce tangible improvements in quality.