

Quality of Service Reports for 2012 Apr - Jun

Quality of Service for Postal Services

IDA requires Singapore Post Ltd (SingPost) to comply with the **Postal Quality of Service (QoS)** standards established by IDA. SingPost measures and submits to IDA, every quarterly, the performance results it achieved for the various indicators. From time to time, where feasible, the standards set are reviewed and modified to meet with the growing demand for a higher level of service to the consumers at large.

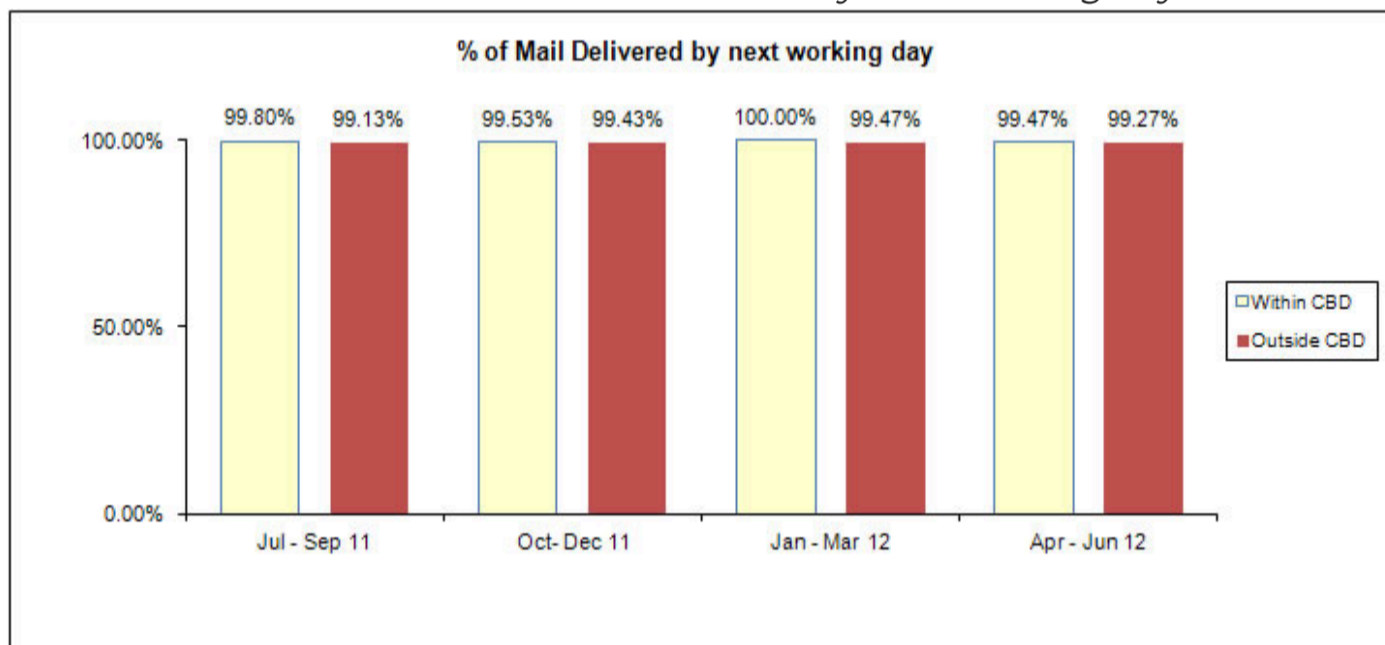
The information below is based on SingPost's quarterly submission.

Delivery of Local Basic Letters

(a) % of mail delivered by next working day (P)

IDA's requirement: % of mail delivered within CBD areas by next working day - 99%

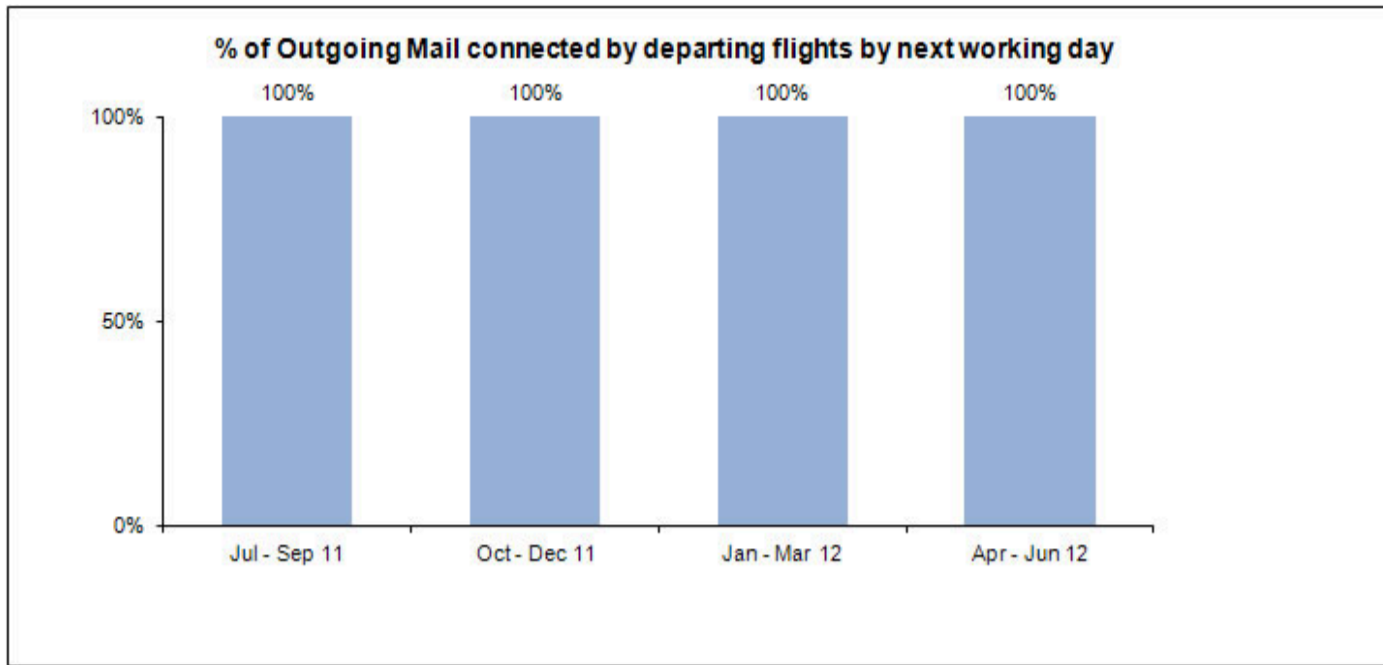
% of mail delivered outside CBD areas by next working day - 98%



Outgoing Basic Letters Despatched

(b) % of outgoing mail connected by departing flights by next working day (S)

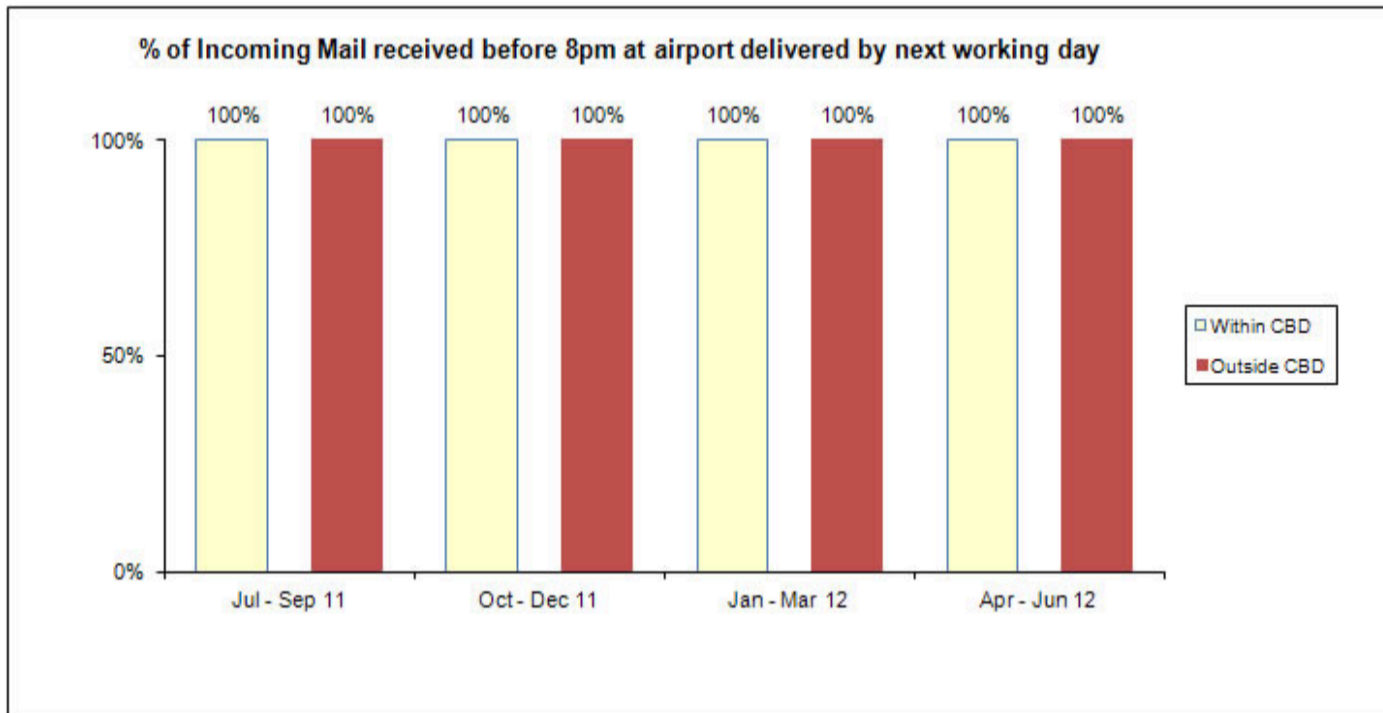
IDA's requirement: 100%



Incoming Basic Letters Received

(c) % of incoming mail received before 8pm at airport delivered by next working day (within and outside CBD) (S)

*IDA's requirement: % of mail delivered to areas within CBD - 99%
% of mail delivered to areas outside CBD - 98%*



* For postal delivery purposes, CBD refers to areas with postal codes beginning with 01, 03-08, 17-19 and 22-23. Mail collection times are extended on Fridays to 8pm within the CBD and 6pm outside the CBD.