

# Quality of Service Reports for 2022 (Jan - Dec)

## Quality of Service for postal services

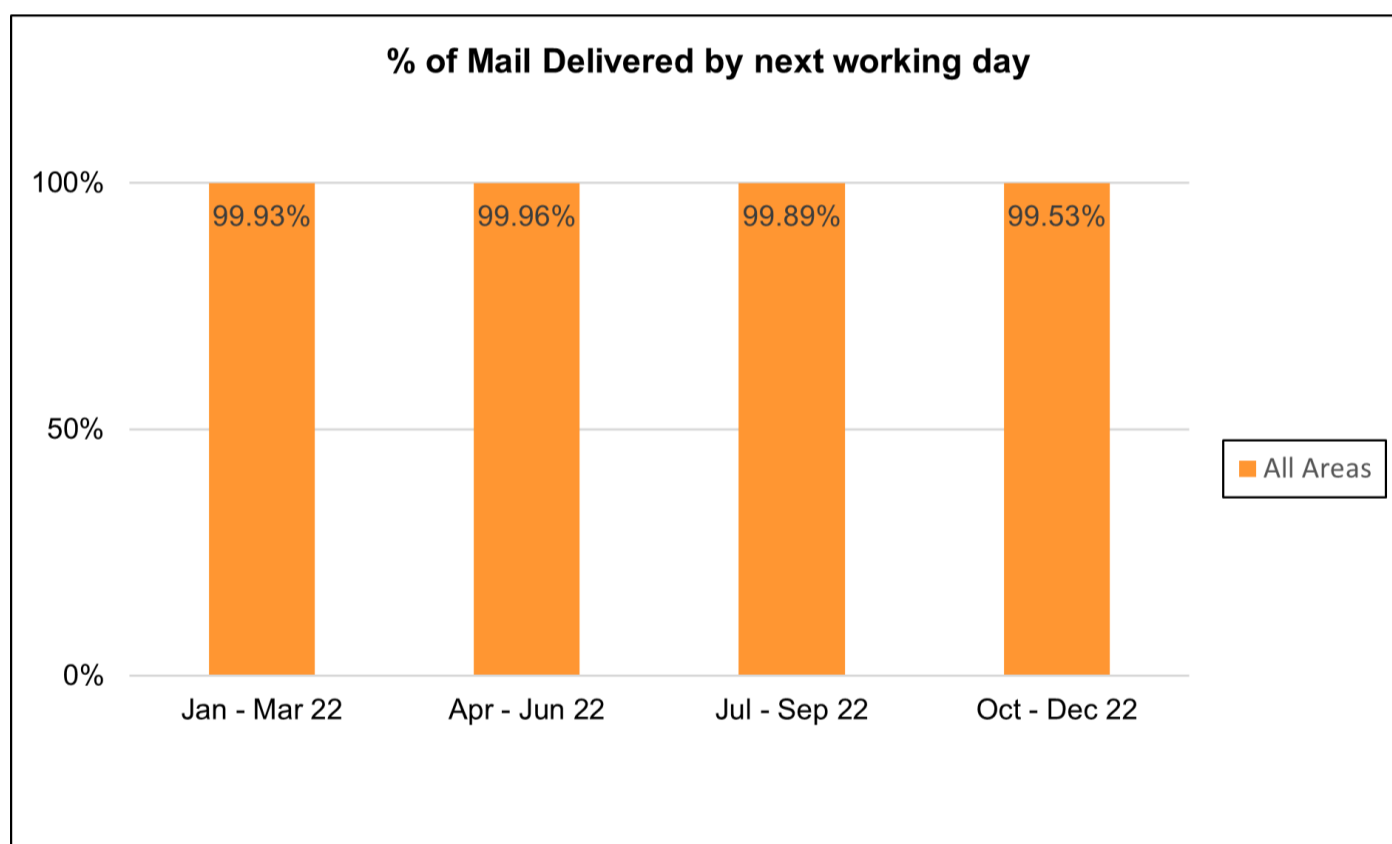
IMDA requires Singapore Post Ltd (SingPost) to comply with the **Postal Quality of Service (QoS)** standards established by IMDA. SingPost measures and submits to IMDA the performance results it achieved for the various indicators on a quarterly basis. From time to time, where feasible, the standards 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 (D+1)

IMDA's requirement: % of mail delivered by next working day - 98%<sup>^</sup>



<sup>^</sup> With effect from 1 April 2020.

## Outgoing basic letters despatched\*

### (b) % of outgoing mail processed and connected to departing flights by next working day

(subject to availability of flights)

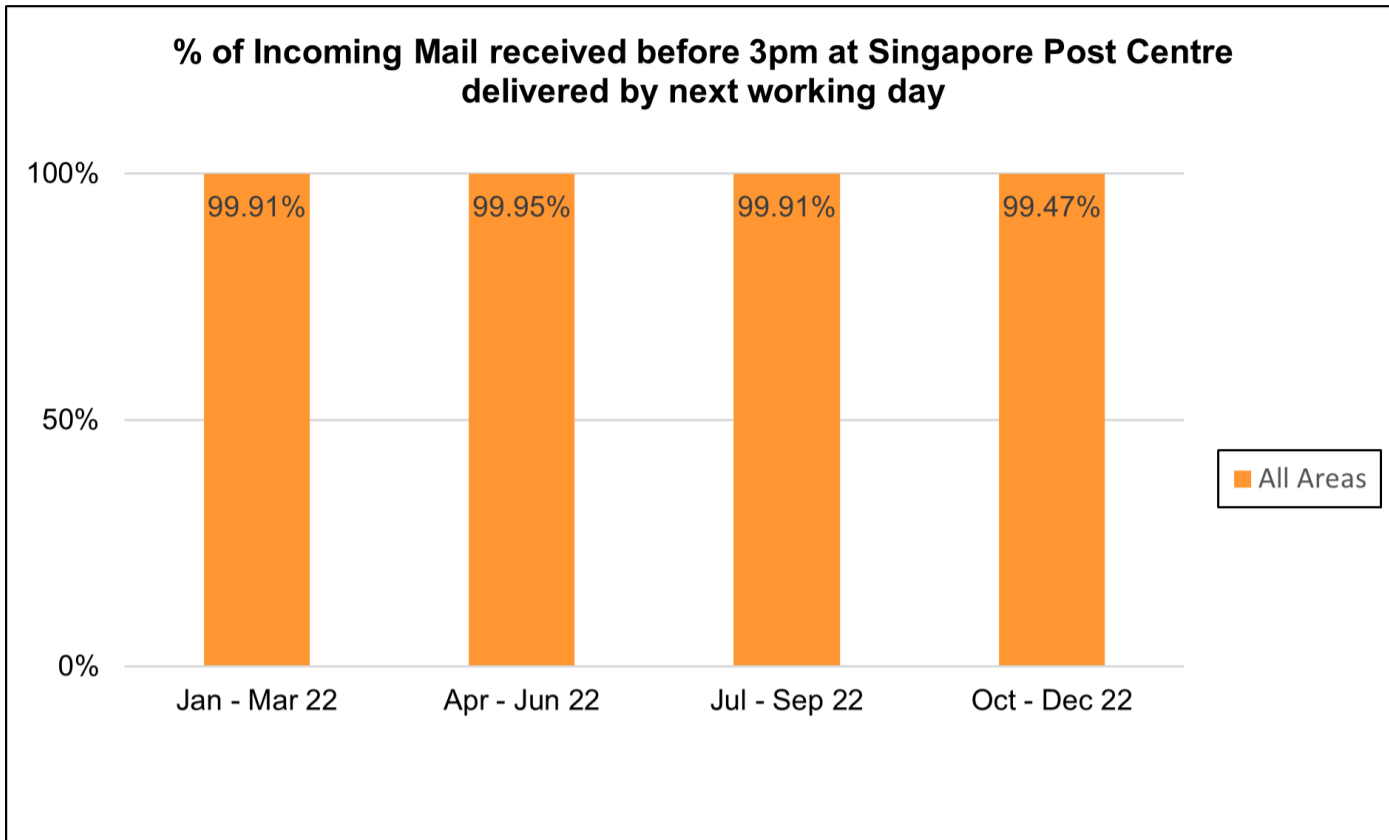
IMDA's requirement: 100%

*\*The Quality of Service standard for outgoing basic letters despatched remained suspended in 2022 due to disruptions in flight schedules due to the COVID-19 pandemic.*

## Incoming basic letters received

**(c) % of mail received before 3pm at Singapore Post Centre delivered by next working day**

*IMDA's requirement: % of mail delivered by next working day - 98%^*



^ With effect from 1 April 2020.