



OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/SCG/01/2022 - Doc No.04

SUPPLY CHAIN WORKING GROUP
9TH JUNE 2022 (VIRTUAL)

QUALITY OF SERVICE REPORT FOR AFRICA FOR THE PERIOD 2021-2022

| | |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Subject Quality of Service Report for Africa | Reference GMS Statistical System for Analysis and Reports (GMS STAR) |
| Decision expected Note the report and make appropriate recommendations to the Committee | |

1.0 BACKGROUND

Improving the quality of international letter-post items is a key objective of postal entities, and a basic element of the UPU terminal dues system. Quality of service can only be improved if measured and its status known. The Global Monitoring System (GMS) whose primary objective is to provide Member States with high-quality and objective operational quality of service results was developed by the UPU for that purpose. These results can be used to determine UPU terminal dues remuneration under the Quality of Service Link to Terminal Dues System as well as contribute to informed decision-making on operational and quality improvement matters.

The UPU GMS has two main modules for measuring quality of service for letter post items. The Inbound module (GMS Link) measures quality of service for inbound international mail from the time it is received at the mail centre or office of exchange to final delivery, which is Leg 3 of the mail delivery chain. The GMS E2E (GMS World) module measures quality of service for all three legs of the mail delivery chain covering acceptance, processing and dispatch in the sending DO (Leg 1), international transportation (Leg 2) and delivery in the receiving DO (Leg 3). The E2E can therefore be measured for both inbound and outbound international mail.

GMS STAR, the GMS Statistical System for Analysis and Reports is a reporting system that has been put in place for the provision of the results for the tests conducted.

The PAPU Administrative Council **Resolution No. 02/PAPU/AC/XXXIX/2021** called upon Designated Operators of PAPU Member States to implement the Global Monitoring System (GMS) as an objective and effective quality monitoring tool.

2.0 QUALITY OF SERVICE RESULTS FOR AFRICA FOR THE YEAR 2021

2.1 GMS Inbound Results

Fewer Member States compared to the period before the Covid-19 pandemic participated in GMS inbound testing. Of the twenty-one (21) African Member States that participated in the testing in 2021, only four (4) met their quality targets. These are; Eswatini, Ethiopia, Morocco and Tunisia.

| Country Name | Target | YTD | January | February | March | April | May | June | July | August | September | October | November | December |
|------------------------|--------|--------------|---------|----------|--------|---------|---------|-------|---------|--------|-----------|---------|----------|----------|
| Bénin | 75.0% | 10.1% | - | 0.0% | 22.2% | 25.4% | 0.0% | 0.0% | 12.0% | 18.8% | 0.0% | 4.1% | 0.0% | - |
| Botswana | 75.0% | 71.1% | 90.9% | 57.5% | 100.0% | 36.6% | 57.3% | 54.6% | 32.7% | 68.0% | 89.6% | 100.0% | 95.2% | - |
| Burkina Faso | 75.0% | 40.3% | 40.8% | 75.2% | 37.5% | 87.4% | 29.7% | 31.9% | 32.2% | - | 34.2% | 30.8% | 9.1% | 30.7% |
| Cape Verde | 85.0% | 23.3% | - | - | - | - | - | - | - | 7.0% | 17.9% | 23.4% | 33.2% | 29.2% |
| Côte d'Ivoire (Rép.) | 75.0% | 48.3% | 35.2% | 64.2% | 190.6% | 18.1% | 43.4% | 36.8% | - | - | - | - | - | - |
| Eswatini | 75.0% | 86.1% | - | 95.0% | 100.0% | 100.0 % | 88.9% | 40.9% | - | 100.0% | 82.3% | 85.9% | 100.0% | 90.7% |
| Ethiopia | 75.0% | 75.4% | 83.8% | 92.3% | 73.8% | 50.6% | 72.4% | 38.1% | 63.9% | 95.2% | 95.1% | 92.9% | 73.4% | 90.4% |
| Gabon | 75.0% | 33.7% | 0.0% | 0.0% | 24.2% | 63.4% | 43.3% | 56.0% | 50.8% | 0.0% | 0.0% | 44.9% | 17.3% | 55.4% |
| Ghana | 75.0% | 47.5% | 44.3% | 30.8% | 53.7% | 59.0% | 48.4% | 54.2% | 48.3% | 39.9% | 41.0% | 66.5% | 55.1% | 60.5% |
| Lesotho | 75.0% | 26.5% | - | - | - | - | - | 0.0% | 0.0% | 46.1% | 53.3% | 14.9% | 61.7% | 0.0% |
| Malawi | 75.0% | 62.1% | 41.1% | 75.2% | 32.5% | 69.9% | 57.6% | 79.2% | 82.9% | 96.4% | 95.2% | 48.7% | 61.9% | 45.3% |
| Mauritius | 88.0% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Morocco | 75.0% | 77.7% | 79.3% | 84.4% | 76.3% | 82.8% | 72.6% | 81.3% | 59.7% | 74.6% | 93.0% | 77.6% | 82.0% | 76.2% |
| Namibia | 75.0% | 7.7% | 0.0% | 0.0% | 72.6% | 14.4% | 17.2% | 0.0% | 5.2% | 2.3% | 0.0% | 0.0% | 7.4% | 0.0% |
| Rwanda | 75.0% | 9.8% | 6.0% | 0.0% | 22.2% | 0.0% | 100.0 % | 19.9% | 0.0% | 10.9% | - | - | - | - |
| Senegal | 75.0% | 64.7% | 100.0% | - | - | - | 0.0% | - | 100.0 % | 67.8% | 50.0% | - | - | - |
| Seychelles | 75.0% | 16.5% | 0.0% | 0.0% | 0.0% | 17.8% | 14.0% | 9.7% | 0.0% | 15.6% | 8.1% | 30.9% | 47.80.0% | 80.5% |
| Tanzania (United Rep.) | 75.0% | 45.1% | 20.0% | 92.7% | 65.0% | 47.9% | 27.3% | 20.0% | 47.2% | 50.7% | 51.4% | 61.6% | 62.8% | 100.0% |
| Togo | 88.0% | 72.4% | 40.0% | 82.4% | 87.3% | 54.5% | 87.9% | 60.2% | 69.7% | 62.7% | 65.9% | 64.2% | 73.6% | 84.2% |

| | | | | | | | | | | | | | | |
|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|-------|-------|
| Tunisia | 75.0% | 84.3% | 81.3% | 87.2% | 69.7% | 85.4% | 65.8% | 65.3% | 31.9% | 100.0% | 100.0% | 100.0% | 96.6% | 97.1% |
| Uganda | 75.0% | 59.6% | 80.1% | - | 65.0% | 69.2% | 81.8% | 78.3 | 87.7% | 58.0% | - | 50.9% | 51.4% | 61.9% |

2.2 GMS End to End (E2E) Results

Only seventeen (17) African Member States participated in the E2E GMS quality testing. Performance is still low despite the revision of the delivery standards since 2019.

| ISO code | Member Country/Territory | E2E transmission standards: J+8, J+9, J+10, J+11 (ref. POC C 2 2018.2–Doc 3a.Rev 1.Annex 1) | |
|----------|--------------------------|------------------------------------------------------------------------------------------------|-------------------------|
| | | Outbound Performance (%) | Inbound Performance (%) |
| BF | Burkina Faso | 39.2% | 60.7% |
| BW | Botswana | 0.0% | 0.0% |
| CI | Côte d'Ivoire (Rep.) | 54.5% | 28.7% |
| CM | Cameroon | 3.3% | 30.0% |
| ET | Ethiopia | 28.8% | 0.0% |
| GH | Ghana | 23.1% | 6.5% |
| KE | Kenya | 11.8% | 22.0% |
| MG | Madagascar | 0.0% | 66.7% |
| ML | Mali | 36.5% | No data |
| MU | Mauritius | 22.2% | 0.0% |
| MW | Malawi | 8.8% | 12.5% |
| NG | Nigeria | 2.1% | 28.9% |
| TG | Togo | 42.0% | 66.0% |
| TZ | Tanzania (United Rep.) | No data | 10.0% |
| ZA | South Africa | 0.0% | 6.3% |
| ZM | Zambia | No data | 0.0% |
| ZW | Zimbabwe | No data | 0.0% |

The standards applicable are J+8, J+9, J+10, and J+11 depending on the link. None of the participating countries managed to deliver 80% of neither outbound items nor inbound items within the set delivery standards.

3 GMS PARTICIPATION FOR AFRICA FOR YEAR 2022

Africa's participation in both GMS inbound and GMS E2E declined during the Covid-19 pandemic era. This is mainly due to disruption in mail movement resulting in some countries suspending mail dispatches. Seventeen (17) Member States are currently participating in GMS Inbound (GMS Link) compared to twenty-three (23) in 2019, while sixteen (16) are participating in GMS World (GMS E2E) testing compared to thirty-three (33) in 2019.

The table below shows current participation of PAPU Member States in GMS:

| NO. | ISO Code | COUNTRY | GMS LINK participation in 2022 (GMS Inbound) | GMS WORLD participation in 2022 (GMS E2E) |
|-----|----------|-------------------------|-------------------------------------------------|----------------------------------------------|
| 1. | BJ | BÉNIN | YES | YES |
| 2. | BW | BOTSWANA | YES | YES |
| 3. | BF | BURKINA FASO | YES | YES |
| 4. | BI | BURUNDI | NO | YES |
| 5. | CM | CAMEROON | NO | YES |
| 6. | CI | CÔTE D IVOIRE (RÉP.) | YES | YES |
| 7. | ER | ERITREA | YES | NO |
| 8. | SZ | ESWATINI | YES | NO |
| 9. | GH | GHANA | YES | YES |
| 10. | KE | KENYA | YES | YES |
| 11. | LR | LIBERIA | NO | YES |
| 12. | MG | MADAGASCAR | NO | YES |
| 13. | MW | MALAWI | NO | YES |
| 14. | ML | MALI | NO | YES |
| 15. | MU | MAURITIUS | NO | YES |
| 16. | MA | MOROCCO | YES | NO |
| 17. | NA | NAMIBIA | YES | NO |
| 18. | RW | RWANDA | YES | NO |
| 19. | SN | SENEGAL | YES | NO |
| 20. | SC | SEYCHELLES | YES | NO |
| 21. | TZ | TANZANIA | YES | YES |
| 22. | TG | TOGO | YES | YES |
| 23. | TN | TUNISIA | YES | NO |
| 24. | UG | UGANDA | YES | YES |

4.0 CONCLUSION

The quality of service in Africa is far from being satisfactory and is below expectations as shown by the results that are auto-generated by the GMS STAR system. Member States are encouraged to resume participation in both inbound and E2E GMS testing to ensure that they monitor and improve their quality of service.