APPENDIX

Quarter - July to Sept 2015									
Business Process Perspective	Target	This Quarter		Previous quarter	Customer Perspective - Feedback	Target	This Quarter		Previous Quarter
Retirement Benefits notified to members within 10 working days of paperwork received	92%	99%	A	95%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	97%	A	99%
Pension payments made within 5 working days of receiving election	92%	76%	•	75%	Experience of dealing with Section - rated at least good or excellent	92%	85%	•	83%
Death benefits/payments sent to dependant within 10 working days of notification	90%	83%	~	84%	Establish members thoughts on the amount of info provided - rated as about right	92%	93%	•	97%
					Establish the way members are treated - rated as polite or extremely polite	97%	96%	•	100%
					Email response - understandable	95%	91%	V	94%
					Email response - content detail Email response - timeliness	92% 92%	90%	A	95% 96%
Good or better than target Close to target	A								
Below target	▼								