## **APPENDIX**

Quarter - Oct to Dec 2016									
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%	98%	<b>A</b>		Establish members understanding of info provided - rated at least mainly ok or clear	95%	100%	<b>A</b>	100%
Pension payments made within 10 working days of receiving election	95%	94%	•	94%	Experience of dealing with Section - rated at least good or excellent	95%	90%	<b>V</b>	95%
Death benefits/payments sent to dependent within 10 working days of notification	90%	93%	<b>A</b>		Establish members thoughts on the amount of info provided - rated as about right	92%	95%	<b>A</b>	97%
					Establish the way members are treated - rated as polite or extremely polite	97%	99%	<b>A</b>	100%
Good or better than target	_				Email response - understandable Email response - content detail	95% 92%	95% 97%	<b>A</b>	96% 95%
Close to target	•				Email response - timeliness	92%	99%	<b>A</b>	98%
Below target	<b>V</b>								

