

**APPENDIX**

Quarter - Jan to March 2017									
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%	▲	98%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	99%	▲	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%	97%	▲	90%
Death benefits/payments sent to dependant within 10 working days of notification	90%	87%	▼	93%	Establish members thoughts on the amount of info provided - rated as about right	92%	98%	▲	95%
					Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	99%
					Email response - understandable	95%	99%	▲	95%
Good or better than target	▲				Email response - content detail	92%	99%	▲	97%
Close to target	▶				Email response - timeliness	92%	98%	▲	99%
Below target	▼								

April 2016 to March 2017							
Business Process Perspective	Target			Customer Perspective - Feedback	Target		
Retirement Benefits notified to members within 10 working days of paperwork received	92%	98%	▲	Establish members understanding of info provided - rated at least mainly ok or clear	95%	99%	▲
Pension payments made within 10 working days of receiving election	95%	94%	▶	Experience of dealing with Section - rated at least good or excellent	95%	94%	▶
Death benefits/payments sent to dependant within 10 working days of notification	90%	86%	▼	Establish members thoughts on the amount of info provided - rated as about right	92%	96%	▲
				Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲
Good or better than target	▲			Email response - understandable	95%	96%	▲
Close to target	▶			Email response - content detail	92%	97%	▲
Below target	▼			Email response - timeliness	92%	98%	▲

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