APPENDIX

Quarter - Oct to Dec 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%	96%	▲	97%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	97%	▲	99%
Pension payments made within 10 working days of receiving election	95%	98%	▲	96%	Experience of dealing with Section - rated at least good or excellent	95%	92%	▶	88%
Death benefits/payments sent to dependant within 10 working days of notification	90%	96%	▲	92%	Establish members thoughts on the amount of info provided - rated as about right	92%	95%	▲	93%
					Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	97%
					Email response - understandable	95%	98%	▲	94%
Good or better than target	▲				Email response - content detail	92%	98%	▲	95%
Close to target	▶				Email response - timeliness	92%	98%	▲	97%
Below target	▼								

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