

APPENDIX A

Quarter - Jan to March 2018								
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%	97%	▲	96%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	99%	▲ 97%
Pension payments made within 10 working days of receiving election	95%	97%	▲	98%	Experience of dealing with Section - rated at least good or excellent	95%	94%	▶ 92%
Death benefits/payments sent to dependant within 10 working days of notification	90%	93%	▲	96%	Establish members thoughts on the amount of info provided - rated as about right	92%	94%	▲ 95%
					Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲ 100%
Good or better than target	▲				Email response - understandable	95%	100%	▲ 98%
Close to target	▶				Email response - content detail	92%	100%	▲ 98%
Below target	▼				Email response - timeliness	92%	100%	▲ 98%

This page is intentionally left blank