

## APPENDIX A

Quarter - January to March 2022									
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%	93%	▲	85%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	99%	▲	98%
Pension payments made within 10 working days of receiving election	95%	95%	▲	96%	Experience of dealing with Section - rated at least good or excellent	95%	93%	▶	91%
Death benefits/payments sent to dependant within 10 working days of notification	90%	90%	▲	89%	Establish members thoughts on the amount of info provided - rated as about right	92%	93%	▲	93%
					Establish the way members are treated - rated as polite or extremely polite	97%	98%	▲	98%
Good or better than target	▲				Email response - understandable	95%	100%	▲	89%
Close to target	▶				Email response - content detail	92%	99%	▲	90%
Below target	▼				Email response - timeliness	92%	98%	▲	83%

## APPENDIX B

Full Year - 1 April 2021 to 31 March 2022								
Business Process Perspective	Target			Customer Perspective - Feedback	Target			
Retirement Benefits notified to members within 10 working days of paperwork received	92%	89%	▶	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%	95%	▲	Experience of dealing with Section - rated at least good or excellent	95%	92%	▶	
Death benefits/payments sent to dependant within 10 working days of notification	90%	87%	▶	Establish members thoughts on the amount of info provided - rated as about right	92%	93%	▲	
					Establish the way members are treated - rated as polite or extremely polite	97%	99%	▲
Good or better than target	▲				Email response - understandable	95%	93%	▶
Close to target	▶				Email response - content detail	92%	94%	▲
Below target	▼				Email response - timeliness	92%	91%	▶

