

APPENDIX

Quarter - July to September 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%	88%	▶	91%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	99%	▲	96%
Pension payments made within 10 working days of receiving election	95%	95%	▲	93%	Experience of dealing with Section - rated at least good or excellent	95%	90%	▶	94%
Death benefits/payments sent to dependant within 10 working days of notification	90%	78%	▼	76%	Establish members thoughts on the amount of info provided - rated as about right	92%	99%	▲	94%
				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%	▲	100%	
Close to target	▶			Email response - content detail	92%	100%	▲	99%	
Below target	▼			Email response - timeliness	92%	91%	▶	93%	

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