

APPENDIX A

Quarter Four – 1 January 2024 to 31 March 2024

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Business Process Perspective	Target	This Quarter	Ave. days	Previous Quarter	Customer Perspective - Feedback	Target	This Quarter	Previous Quarter		
Retirement Benefits notified to members within 10 working days of paperwork received	92%	82%	▼	5	83%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	97%	▲	95%
Pension payments made within 10 working days of receiving election	95%	91%	▶	5	95%	Experience of dealing with Section - rated at least good or excellent	95%	93%	▶	89%
Death benefits/payments sent to dependant within 10 working days of notification	90%	74%	▼	10	88%	Establish members thoughts on the amount of info provided - rated as about right	92%	93%	▲	94%
						Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	97%
Below target	▼					Email response - understandable	95%	91%	▶	100%
Close to target	▶					Email response - content detail	92%	100%	▲	100%
Good or better than target	▲					Email response - timeliness	92%	94%	▲	92%

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