

Quarter One - 1 April 2024 to 30 June 2024

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%	71%	▼	7	82%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	98%	▲	97%
Pension payments made within 10 working days of receiving election	95%	83%	▼	7	91%	Experience of dealing with Section - rated at least good or excellent	95%	90%	▶	93%
Death benefits/payments sent to dependant within 10 working days of notification	90%	55%	▼	11	74%	Establish members thoughts on the amount of info provided - rated as about right	92%	88%	▶	93%
						Establish the way members are treated - rated as polite or extremely polite	97%	99%	▲	100%
Below target		▼				Email response - understandable	95%	94%	▶	91%
Close to target		▶				Email response - content detail	92%	98%	▲	100%
Good or better than target		▲				Email response - timeliness	92%	94%	▲	94%

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