

Quarter Two - 1 July 2024 to 30 September 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%	81%	▼	5	71%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	97%	▲	98%
Pension payments made within 10 working days of receiving election	95%	89%	▶	5	83%	Experience of dealing with Section - rated at least good or excellent	95%	87%	▶	90%
Death benefits/payments sent to dependant within 10 working days of notification	90%	51%	▼	12	55%	Establish members thoughts on the amount of info provided - rated as about right	92%	92%	▲	88%
						Establish the way members are treated - rated as polite or extremely polite	97%	99%	▲	99%
						Email response - understandable	95%	100%	▲	94%
						Email response - content detail	92%	98%	▲	98%
						Email response - timeliness	92%	92%	▲	94%

  

Below target	▼
Close to target	▶
Good or better than target	▲

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