

Business Process Perspective	Target	This year		Ave days	Last year	Customer Perspective - Feedback	Target	This year		Last year
Retirement Benefits notified to members within 10 working days of paperwork received	92%	91%	▼	N/A	80%	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%	97%	▲	N/A	90%	Experience of dealing with Section - rated at least good or excellent	95%	90%	▼	88%
Death benefits/payments sent to dependant within 10 working days of notification	90%	85%	▼	7	61%	Establish members thoughts on the amount of info provided - rated as about right	92%	93%	▲	91%
						Establish the way members are treated - rated as polite or extremely polite	97%	99%	▲	99%
						Email response - understandable	95%	100%	▲	98%
						Email response - content detail	92%	97%	▲	97%
						Email response - timeliness	92%	94%	▲	94%

  

Below target	▼
Good or better than target	▲

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