

# QUALITY OF SERVICE STANDARDS FEBRUARY 2016

## 1. Domestic Standards

### 1.1 Domestic Delivery Standards

Link	Standard	Target	PERFORMANCE	
<b>Mails</b>			2015	2016 1 <sup>st</sup> QTR
Intra-town	J+0	75%	J+0 (77%)	J+0 (76%)
Inter-town				
Zone A	J+1	85%	J+1(86%)	J+1 (87%)
Zone B	J+3	88%	J+3(81%)	J+3 (84%)
<b>EMS</b>				
Zone A	J+2	95%	J+2 (95%)	J+2 (96%)
Zone B	J+3	90%	J+3 (91%)	J+3 (92%)

### 1.2 Domestic end to end standards

LINK	STANDARD	TARGET	PERFORMANCE	
<b>Mails</b>			<b>2015</b>	
Intra town	J+1	90%	J+1 (92%)	J+1 (91%)
Inter town:				
Dar - Zone A	J+1	80%	J+1 (83%)	J+1 (82%)
Dar - Zone B	J+3	80%	J+3 (79%)	J+3 (80%)

#### Key:

#### 1. Zone A regions include:

TANGA, ARUSHA, KILIMANJARO, MOROGORO, DODOMA, MBEYA, MWANZA, IRINGA AND ZANZIBAR.

#### 2. Zone B regions include:

TABORA, SHINYANGA, MARA, KAGERA, KIGOMA, MTWARA, RUKWA, SINGIDA and LINDI

## 2. International Priority Mail Standards

### 2.1 International Incoming Mails

Arrival time at mailing Unit: from 0000 to 1200

<b>LINK</b>	<b>STANDARD</b>	<b>TARGET</b>
Dar Delivery	J+0	80%
Major towns	J+1	80%

Arrival time at mailing Unit: from 1200 to 0000

<b>LINK</b>	<b>STANDARD</b>	<b>TARGET</b>
Dar Delivery	J+1	80%
Major towns	J+2	80%

### 2.2 International Outgoing Mails Four to Six dispatches per week

<b>LINK</b>	<b>STANDARD</b>	<b>TARGET</b>
Dar Mails	J+1	80%
Major towns	J+2	80%

### Three dispatches per week

<b>LINK</b>	<b>STANDARD</b>	<b>TARGET</b>
Dar Mails	J+2	80%
Major towns	J+3	80%

## 3. International Air Parcels Standards

### 3.1 International Incoming Parcels

Arrival time at mailing Unit: from 0000 to 1200

<b>LINK</b>	<b>STANDARD</b>	<b>TARGET</b>
Dar Delivery	J+1	80%
Major towns	J+2	80%

Arrival time at mailing Unit: from 1200 to 0000

<b>LINK</b>	<b>STANDARD</b>	<b>TARGET</b>
Dar Delivery	J+2	80%
Major towns	J+3	80%

### **3.2 International Outgoing Parcels Four to Six dispatches per week**

LINK	STANDARD	TARGET
Dar Mails	J+2	80%
Major towns	J+3	80%

### **Three dispatches per week**

LINK	STANDARD	TARGET
Dar Mails	J+3	80%
Major towns	J+4	80%

**Key:**

**1. Zone A regions include:**

TANGA, ARUSHA, KILIMANJARO, MOROGORO, DODOMA, MBEYA, MWANZA, IRINGA and ZANZIBAR

**2. Zone B regions include:**

TABORA, SHINYANGA, MARA, KAGERA, KIGOMA, MTWARA, RUKWA, SINGIDA and LINDI

**3. Countries with four to six dispatches per week include:**

Great Britain, United States of America, Kenya, The Netherlands, Canada, German, France, Japan, Denmark and Switzerland.

**4. Countries with three dispatches per week some of them include:**

Uganda, Seychelles, Ethiopia, Ghana, South Africa, Sweden, and Norway

**Note: End to end standard is set based on the process maps**