

**DECEMBER 2018**

UPU Quality Link to Terminal Dues

Postal Regulatory Commission  
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**UPU** | UNIVERSAL  
POSTAL  
UNION

*provisional QS performance results %*

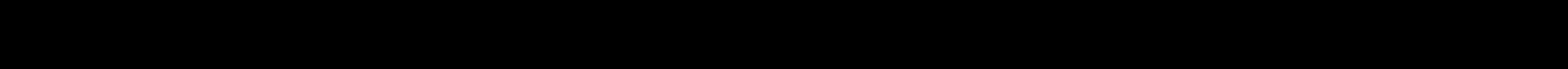
Country Name	Standard	Target %	Precision	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
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<b>QS Link performance report</b>	The QS performance results are provided by measurement systems that apply the UPU GMS Technical Design
<b>GMS standard report</b>	Report based on the performance of inbound test items received. The performance is measured according to the GMS technical design
<b>GMS specific report</b>	Report based on the performance of inbound test items received from countries linking terminal dues to quality (QLUG User Manual, Module 4, section 5.2 "GMS specific report")
<b>Standards and targets</b>	Set by the POC based on UPU Convention article 28.5. The principles for setting targets and service standards are described in the QLUG User Manual, module 4, section 2.3
<b>Precision</b>	Expresses the proximity of the measured performance to the actual performance. E.g. if a Designated Operator (DO) has a measured performance (POT) of 85% and an estimated precision of 2.0, then the actual performance is within the range of 83% - 87%
<b>Performance results</b>	Percentage of test items delivered according to the approved service standards
<b>YTD (Year-to-Date)</b>	The year-to-date results provide the inbound performances of the period from 1 January until the end of the reporting month



**For more information about the QS Link performance reports, please contact:**

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*This report is confidential and distributed only among UPU QS Link participants*

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