

# Quality measurements

The Universal Service Provider – USP provides one or more of the postal services included in the Universal Service (US), to all citizens regardless of their geographical location, at affordable prices and defined quality.

## Quality standards

The quality of service target for single piece 1<sup>st</sup> priority domestic mail and end-to-end transit time (provided that the mail has been posted by 12 noon at a not exempted from the daily service area) are as follows:

- 90% of items should be delivered within 3 working days after the date of induction.
- 98% of items should be delivered within 5 working days after the date of induction.

The information on the quality standards is available in Ministerial Decision 29768/23-10-2020 (Gov. Gaz. 5479/A'/2021).

## Quality measurement system

EETT runs US quality measurements on an annual basis and especially the transit time of 1<sup>st</sup> priority domestic mail. The measurement is performed by an independent body on behalf of EETT, according to the EN 13850 standard of the European Commission. This standard defines the method of measuring the end-to-end transit time for Single Piece 1<sup>st</sup> Priority domestic mail which is collected, transported and distributed by the USP.

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[Quality measurement results \(available in Greek\)](#)

The quality measurements of inbound/outbound international 1<sup>st</sup>

priority mail are carried out under the auspices of the International Post Corporation (IPC). The UNEX system that is implemented records the transit time of the particular mail from the moment of deposit to the moment of delivery.