



2018/19 SECOND QUARTER QUALITY OF SERVICE REPORT FOR COURIER OPERATORS

1.0 INTRODUCTION

The Communications Act 2016 mandates the Malawi Communications Regulatory Authority (MACRA) to regulate the postal and courier services so as to achieve an efficient, effective, sustainable and orderly development of postal and courier services in the country.

2.0 OBJECTIVES OF CARRYING OUT QOS EXERCISE

- To ensure that providers of courier services achieve the highest levels of efficiency in the provision of services and are responsive to consumer needs
- To promote and encourage the expansion of courier services for the social and economic development of the country
- To ensure quality standards are maintained in the provision of courier services in the country

3.0 METHODOLOGY

Analysis of waybills for the period October-December 2018 was done in order to come up with this report which covers selected licenced operators offices in all regions of the country.

4.0 CATEGORIES OF POSTAL/COURIER OPERATORS

The Authority has licensed twelve (16) courier operators in various categories offering a wide range of postal and courier services.

a) International Commercial Courier

- Air Cargo
 - Posts Courier
 - DHL
 - Fed Ex Express
 - Skynet
 - Xerox UPS
 - Glens- Aramex
- b) **Domestic Commercial Courier**
- Ampex Courier
 - G4s Courier
 - National Bus Ltd Courier
 - Speed Courier
- c) **Domestic (Inter-City) Commercial Courier**
- WB Courier
 - Siku Transport
 - SOSOSO Courier Services
 - Kwezy Bus Courier
 - Ankolo.com

5.0 QUALITY OF SERVICE (QoS) PERFORMANCE

There are three service categories that MACRA used to analyze performance namely:

1. Same day delivery -12hrs
2. Overnight delivery -24hrs
3. 48hrs service

Same day means intracity delivery of mail/parcels (within the same city)

24 hrs period means inter-city delivery of mail/parcels (within the cities of Blantyre, Zomba, Lilongwe and Mzuzu)

48hrs period means period allowed for delivery of mail/parcels outside the cities.

6.0 PERFORMANCE OF COURIER OPERATORS

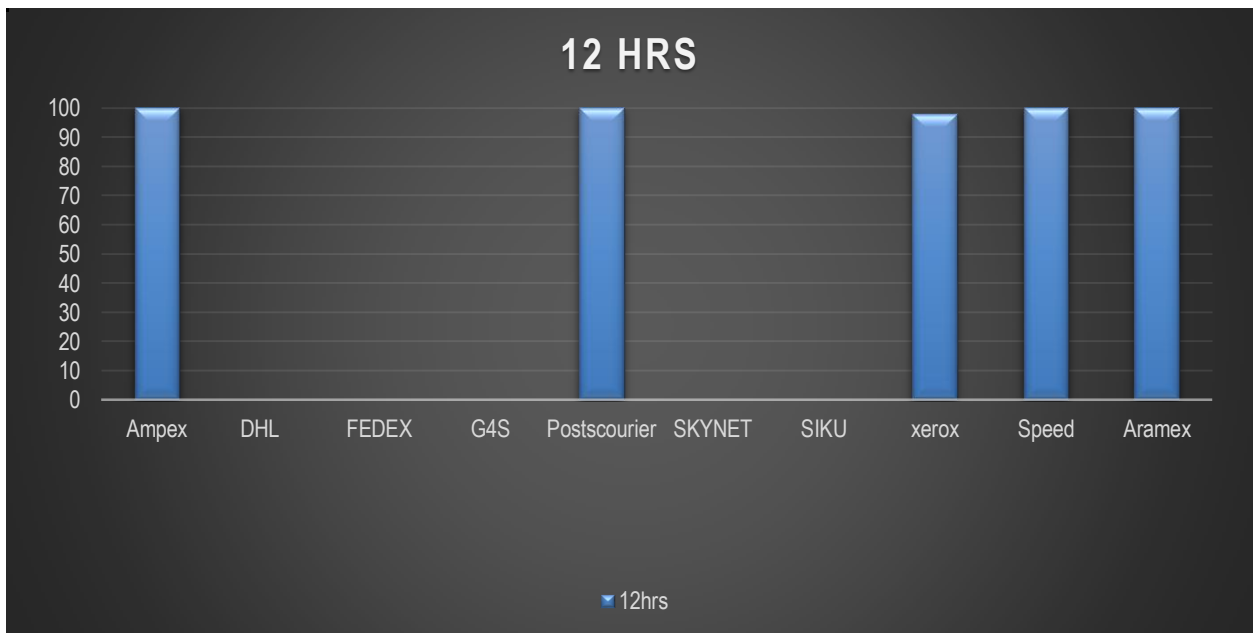
MACRA's target is achievement of 98% delivery in all service categories. Below is an average summary of how the operators performed in all the categories in the just ended financial year.

ALL CATEGORIES PERFORMANCE

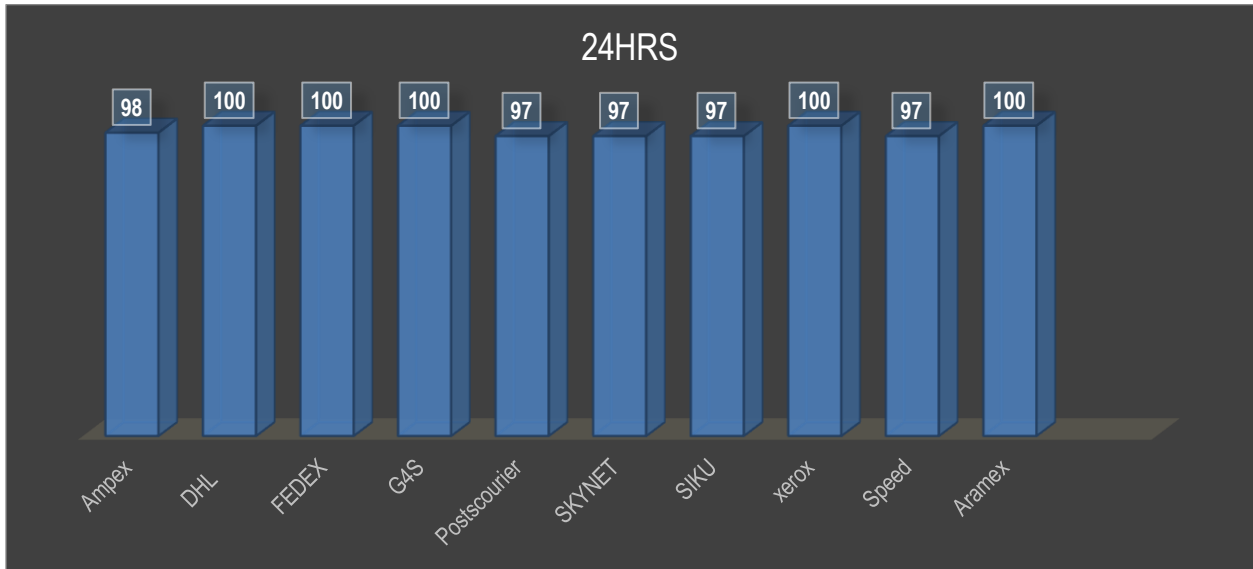
OVERALL PERFORMANCE-ALL COURIER OPERATORS



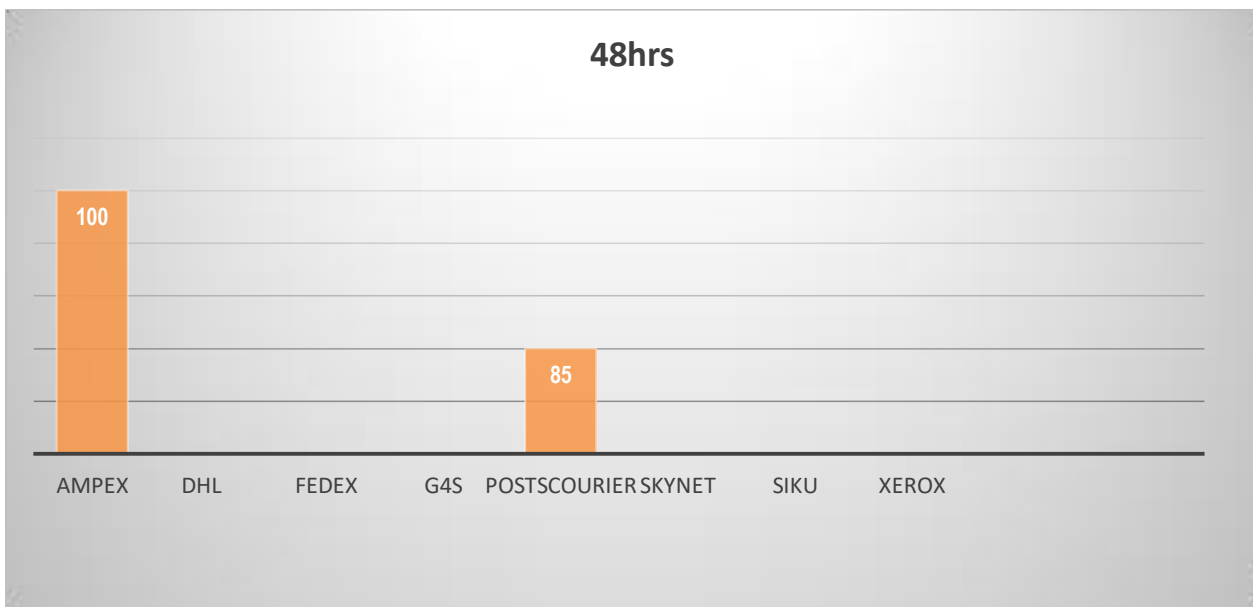
12 HOURS CATEGORY



24 HOURS CATEGORY



48 HRS CATEGORY



5.0 ANALYSIS OF THE PERFORMANCE

Meeting the agreed transit time objectives is one of the main indicators for reliable courier services from the viewpoint of the operators as well as of the customers.

The Authority analysed the performance of all operators through collection of receipt-signed waybills and through quarterly inspection of selected offices of all operators where housekeeping/record keeping records were checked as part of routine due diligence compliance requirements.

Based on the results of the analysis, it is clear that most operators are thriving to meet the agreed transit times. The Authority commends all operators who managed to reach their targets in the period under review. Those that are still struggling will need to put up strategies to improve their performance.

6.0 CONCLUSION

The Authority will continue to monitor all operators in order to ensure all licensed operators meet the set service requirements. The Authority will also look at the involvement of interest groups like customer and consumer organisations when doing such QoS exercises as this may help give additional information how far consumers' and customers' needs are taken into consideration within the QoS framework.