



UNIVERSAL POSTAL UNION
INTERNATIONAL BUREAU

Berne, 11 May 2009

To whom it may concern

CONTACT Mr. Antonio Caeiro
SUBJECT UPU Global Monitoring System (GMS)

Dear Sir/Madam,

As an intergovernmental organization at the centre of the worldwide postal network, one of our goals is to constantly improve the overall quality of international mail services for the benefit of postal customers worldwide.

Quality testing is an important element in achieving this goal, as it provides objective measurements enabling improvement of operational mail transmission processes.

In this connection, we are pleased to inform you that we have introduced an external global testing system for international letters, designed to provide precise diagnostic quality of service performance results in every destination country, under the project name of "UPU Global Monitoring System (GMS)".

Service performance will be measured in terms of the time taken by the test letter to travel from the arrival point at the international gateway post office in the destination country to the final delivery point.

The mail measurement system is based on the use of test letters, which simulate real international mail flows.

The test mail contains RFID transponders (radio frequency identification tags). These devices show us each stage of a letter during its journey: whenever a letter passes below one of the antennae installed in the international mail sorting centres, the transponder is detected and the exact time recorded.

We have commissioned the independent quality research institute Quotas to conduct the testing. For the successful completion of the tests, Quotas needs reliable and dependable participants to send and receive test letters.

As a participant you will be part of a worldwide network of panellists which is planned to cover all 191 member countries of the UPU.

On behalf of the UPU we would like to thank you for your interest in the testing system, and for supporting quality improvement which will benefit all postal customers.

Yours faithfully,

Akio Miyaji

Quality of Service Coordinator

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