

CAPITA

March 2014

 **TV LICENSING**

Summary

Confidential

Summary - Index

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Schedule Amendments/Additions:

Additions

Amendments

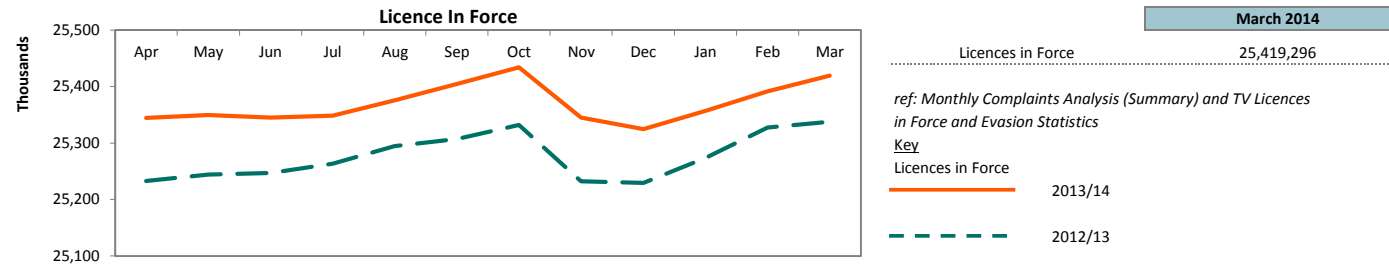
TVL At A Glance

Sales against BBC Target

	March 2014			YTD 2013/14			Full Year
	Actual	BBC Target	Variance	Actual	BBC Target	Variance	
Total Net Sale Value (£m)	320.4	319.4	1.0	3,720.1	3,741.8	(21.7)	3,741.8
Gross Sales Volume (000's)	2,279.1	2,283.0	(4.0)	26,423.6	26,599.7	(176.1)	26,599.7
Net Sales Volume (000's)	2,199.8	2,183.2	16.7	25,477.8	25,573.6	(95.8)	25,573.6

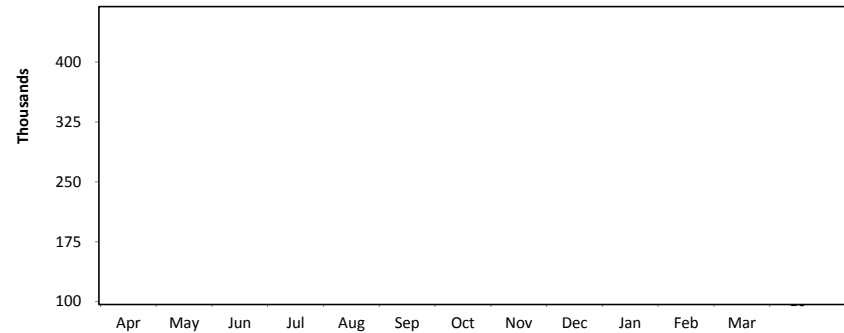
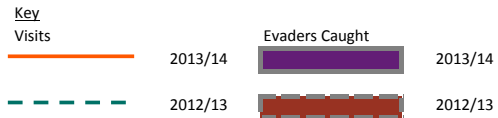
ref: TV Licence Sales by Value by time of renewal (includes Over 75 free licences as counterfoil early renewals)

Field Operations



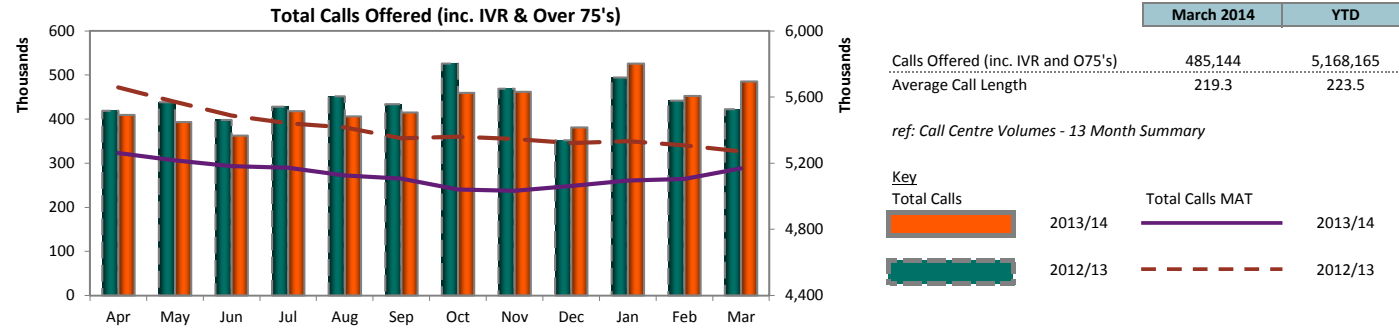
	March 2014	YTD
Number of Evaders Caught	34,021	327,641

ref: TVL Field Performance Summary Report

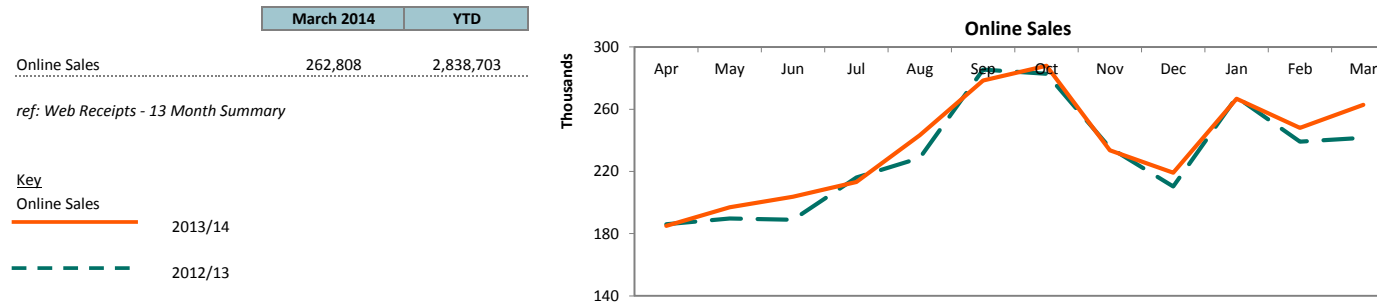


TVL At A Glance

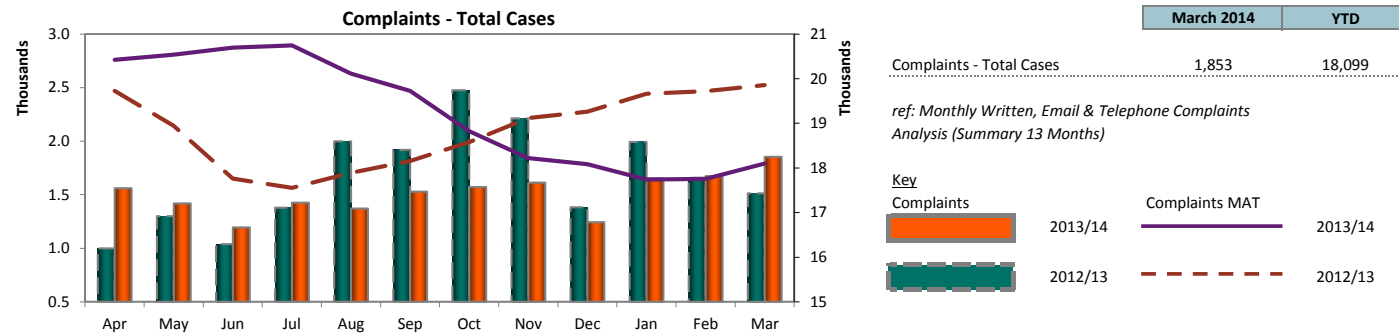
Call Centre



Online Sales



Complaints



TVL Performance

Highlights

/

Lowlights

1, Sales/Revenue

Net sales are 42.3K up on the same month last year and 16.7k up in the month against sales target.

YTD sales are 119.7K up on sales made over the same period last year.

2, Contact Centres

KPI and PI's met despite 5% increase on forecast volume.

Full fee sales target achieved, inbound sales up 27% up on last year.

Completed Back Office end of financial year Queue's as required.

3, Field

Leavers are within the expected norm range

Roll out of new MC75A devices with current software completed

F2.2 Handheld chip and pin train the trainer session was very useful

G4S Sales above forecast

1, Sales/Revenue

YTD Sales are down (95.8k) on target.

Revenue collections are £1.45m up in the month against contractor forecast.

YTD revenue collections are (£16.3m) down on contractor forecast.

2, Contact Centres

CDIS file transfer failure 18th/19th March resulted in delay of scanned work into SmartAgent

Lost dialler capability for 24 hours at the beginning of month due to Oracle database lockout issue

3, Field

The reported volume of video and photographic incidents, at 58, is the highest to date



Summary of the Exception Reports

March 2014

KPI / PI No.	Incident Date	Incident Ref.	Duration (Mins)	Incident Type	Issue	Cause	Outcome	Service Penalty Points
5.1	03/03/2014 00:00	1403:6614018	32	System Functionality	Customers unable to hear agents on the telephone	Root cause unknown as yet - possible Network issue	No resolution actions taken	0
5.1	18/03/2014 00:00	1403:6661317	2	System Availability	Loss of telephony for 2 minutes at Darwen Contact Centre	Root cause of the incident is due to the MVS2 platform which, for reasons to be established, had swung over to the resilient Call Manager in West Malling, and as a result all MVS2 phones had rebooted. Service has been restored, automatically as intended when a failover occurs.	No resolution actions taken	0
5.1	19/03/2014 00:00	1403:6665695	5	System Availability	Loss of access to QDOS for Darwen Contact Centre	A DB2 unload test job that had been submitted in error on production and as a result triggered a table lock between 15:35 and 15:40.	DB2 unload test job cancelled	0
4.1	25/03/2014 00:00	1403:6683696	20	System Availability	Loss of CMS in Proximity 20 minutes	A support request was logged with Oracle, and they identified that the database experienced a known bug. A fix for the bug is available in later releases of Exadata, but there is no patch available for our version (11.2.0.2 BP14). Review Oracle recommendation to upgrade to a later release.	Database restarted	0

Self-Serve Summary

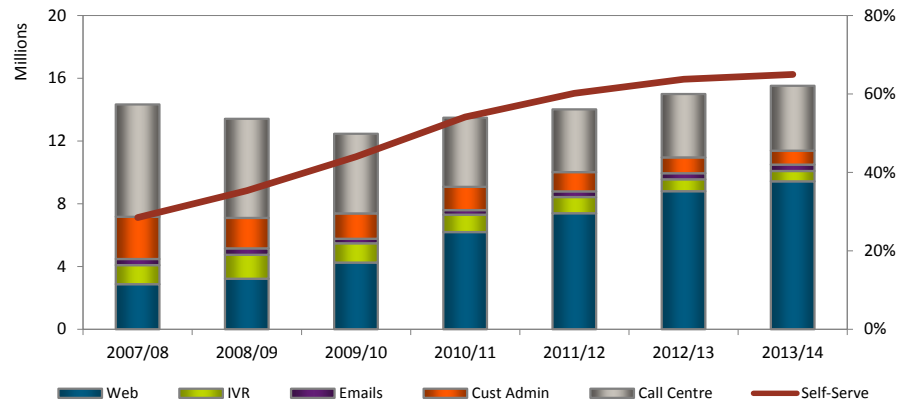
Summary:

Sales Target 73.5%, currently 74.1% (+0.6%).

Total Target 65.0%, currently 64.1% (-0.9%).

Annual Actuals and Targets - Totals/Sales

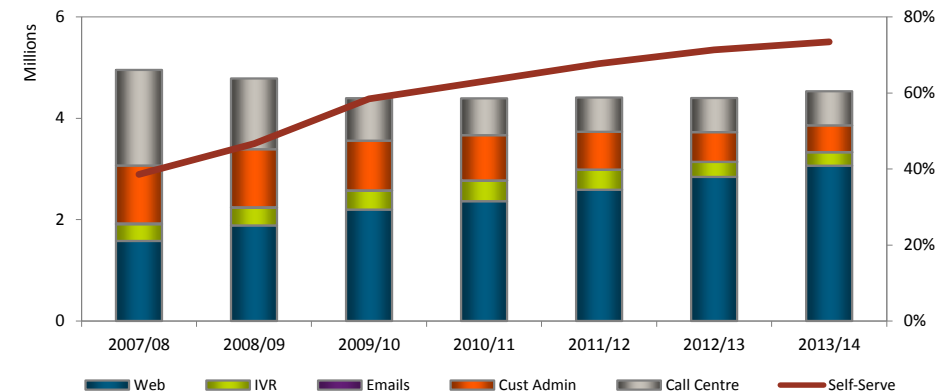
Total Annual Actuals and Targets



	Web	IVR	Emails	Cust Admin	Call Centre	Total	Self-Serve
2007/08	1,578,350	330,408	15,541	1,142,421	1,885,840	4,952,560	38.5%
2008/09	1,884,177	347,910	11,442	1,144,759	1,395,999	4,784,287	46.7%
2009/10	2,196,718	373,210	6,494	979,969	838,441	4,394,832	58.5%
2010/11	2,362,646	406,615	3,162	892,677	726,850	4,391,950	63.1%
2011/12	2,589,309	394,839	2,462	745,986	676,080	4,408,676	67.7%
2012/13	2,841,879	295,569	1,763	585,792	672,842	4,397,845	71.3%
2013/14	3,063,546	266,012	1,763	527,213	672,842	4,531,375	73.5%

	Web	IVR	Emails	Cust Admin	Call Centre	Total	Self-Serve
2007/08	2,870,857	1,214,382	389,087	2,688,993	7,159,553	14,322,872	28.5%
2008/09	3,218,520	1,524,970	408,732	1,939,942	6,315,285	13,407,449	35.4%
2009/10	4,247,994	1,228,765	287,144	1,615,463	5,075,636	12,455,002	44.0%
2010/11	6,192,003	1,105,583	292,939	1,483,015	4,406,033	13,479,573	54.1%
2011/12	7,392,425	1,030,760	360,841	1,228,232	3,998,808	14,011,066	60.1%
2012/13	8,795,702	758,241	386,911	1,007,636	4,039,367	14,987,857	63.7%
2013/14	9,425,520	657,955	405,957	886,690	4,135,744	15,511,865	65.0%

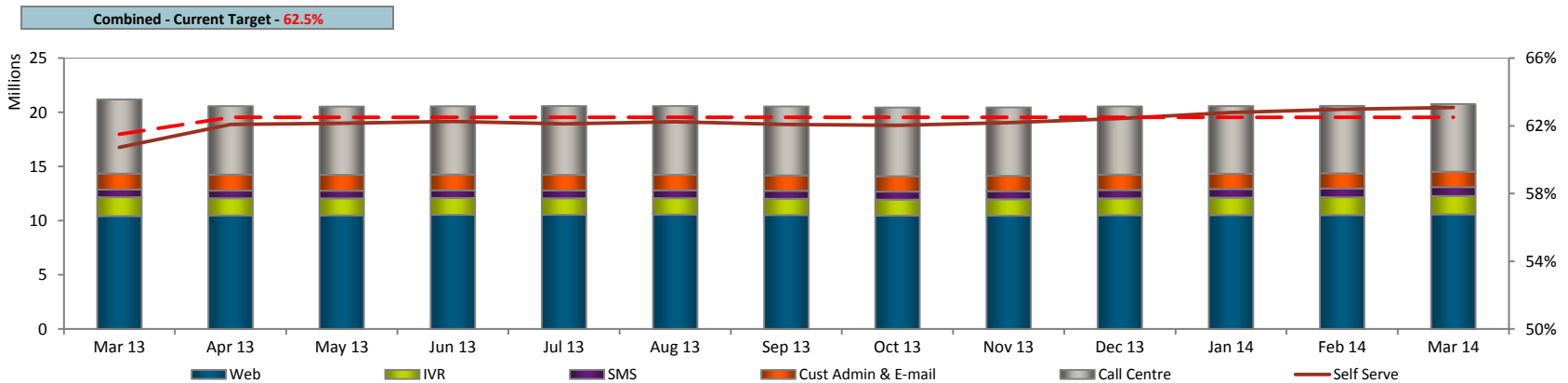
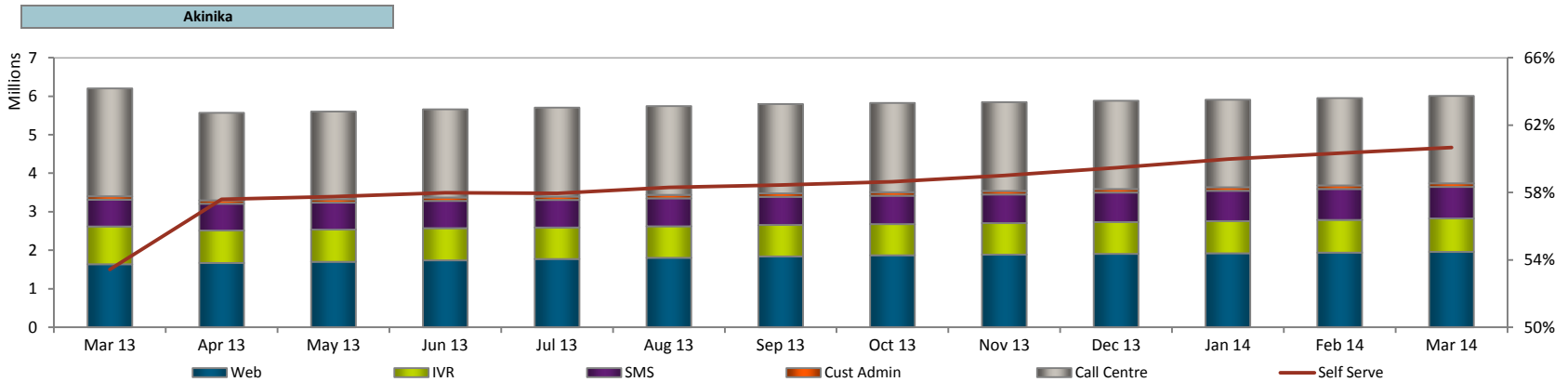
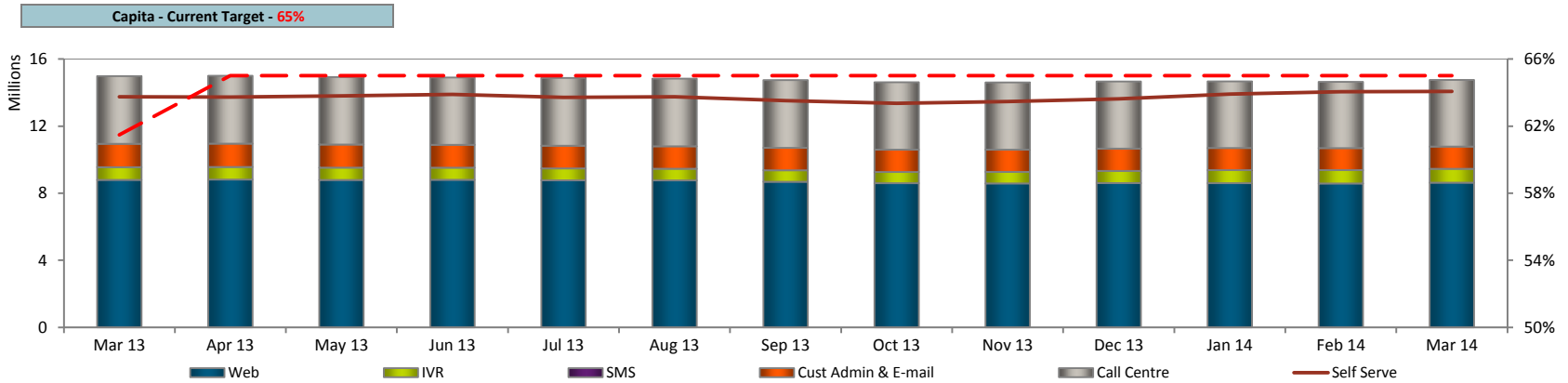
Sales Annual Actuals and Targets



Capita and Akinika MAT Self-Serve Summary - Volumes

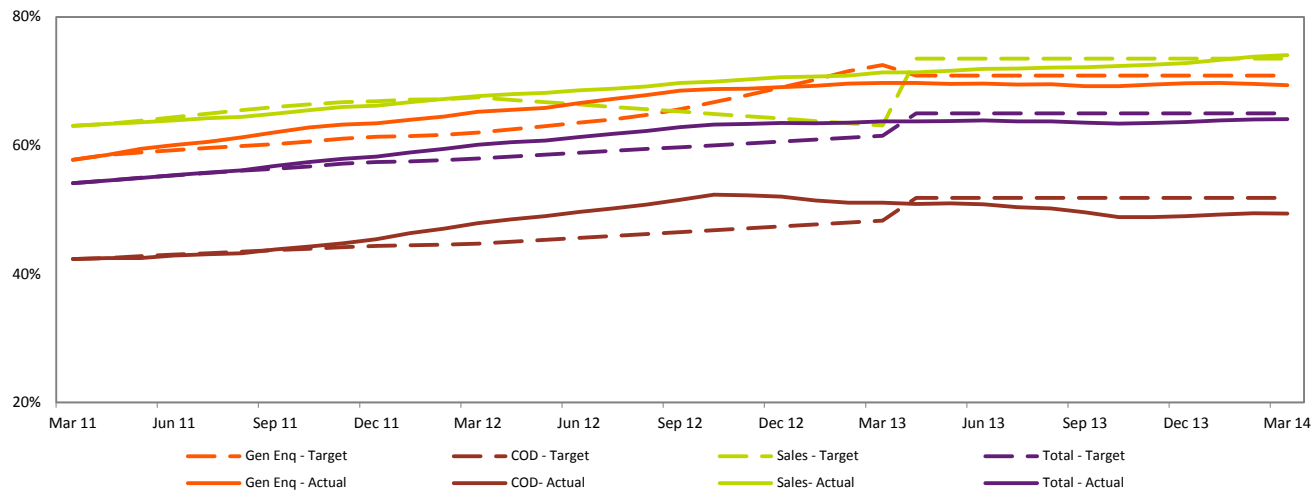
	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Served													
Capita													
Call Centre	4,039,367	4,049,588	4,026,964	4,018,060	4,043,723	4,037,415	4,041,548	4,021,271	4,011,498	4,003,285	3,974,765	3,952,326	3,975,265
Cust Admin & E-mail	1,394,547	1,393,170	1,377,364	1,363,814	1,354,222	1,339,338	1,338,995	1,334,678	1,325,585	1,330,987	1,321,020	1,311,401	1,327,852
Total	5,433,914	5,442,758	5,404,328	5,381,874	5,397,945	5,376,753	5,380,543	5,355,949	5,337,083	5,334,272	5,295,785	5,263,727	5,303,117
Akinika													
Call Centre	2,800,395	2,272,772	2,277,229	2,289,328	2,309,448	2,305,125	2,318,376	2,317,020	2,304,715	2,291,712	2,272,716	2,267,356	2,268,969
Cust Admin	88,012	88,458	89,009	88,723	88,804	89,797	90,076	92,386	91,790	91,978	92,028	92,945	93,818
Total	2,888,407	2,361,230	2,366,238	2,378,051	2,398,252	2,394,922	2,408,452	2,409,406	2,396,505	2,383,690	2,364,744	2,360,301	2,362,787
Combined Total	8,322,321	7,803,988	7,770,566	7,759,925	7,796,197	7,771,675	7,788,995	7,765,355	7,733,588	7,717,962	7,660,529	7,624,028	7,665,904
Self Serve													
Capita													
IVR	758,241	748,990	735,480	722,257	709,199	694,428	684,334	667,240	688,171	725,469	777,881	798,280	825,017
Web	8,795,700	8,816,811	8,792,513	8,801,593	8,770,924	8,765,786	8,684,401	8,598,395	8,584,547	8,606,009	8,599,379	8,582,093	8,630,556
Total	9,553,941	9,565,801	9,527,993	9,523,850	9,480,123	9,460,214	9,368,735	9,265,635	9,272,718	9,331,478	9,377,260	9,380,373	9,455,573
Akinika													
IVR	980,485	842,021	836,732	835,354	817,622	817,434	817,233	809,288	817,599	825,375	834,185	848,377	867,643
Web	1,637,427	1,669,694	1,700,391	1,738,281	1,773,467	1,804,916	1,840,232	1,869,930	1,887,655	1,906,997	1,922,229	1,938,733	1,958,115
SMS	696,384	696,096	698,320	707,874	714,790	726,301	730,494	736,819	743,477	766,106	788,119	803,916	819,272
Total	3,314,296	3,207,811	3,235,443	3,281,509	3,305,879	3,348,651	3,387,959	3,416,037	3,448,731	3,498,478	3,544,533	3,591,026	3,645,030
Combined Total	12,868,237	12,773,612	12,763,436	12,805,359	12,786,002	12,808,865	12,756,694	12,681,672	12,721,449	12,829,956	12,921,793	12,971,399	13,100,603
Total													
Capita	14,987,855	15,008,559	14,932,321	14,905,724	14,878,068	14,836,967	14,749,278	14,621,584	14,609,801	14,665,750	14,673,045	14,644,100	14,758,690
Akinika	6,202,703	5,569,041	5,601,681	5,659,560	5,704,131	5,743,573	5,796,411	5,825,443	5,845,236	5,882,168	5,909,277	5,951,327	6,007,817
Combined	21,190,558	20,577,600	20,534,002	20,565,284	20,582,199	20,580,540	20,545,689	20,447,027	20,455,037	20,547,918	20,582,322	20,595,427	20,766,507
Capita Self Serve %	63.74%	63.74%	63.81%	63.89%	63.72%	63.76%	63.52%	63.37%	63.47%	63.63%	63.91%	64.06%	64.07%
Akinika Self Serve %	53.43%	57.60%	57.76%	57.98%	57.96%	58.30%	58.45%	58.64%	59.00%	59.48%	59.98%	60.34%	60.67%
Combined Self Serve	60.73%	62.08%	62.16%	62.27%	62.12%	62.24%	62.09%	62.02%	62.19%	62.44%	62.78%	62.98%	63.09%

Capita and Akinika MAT Self-Serve Summary - Charts



Self-Serve Summary - Performance Against Targets

Self-Serve performance against targets by Transaction type: March 2014



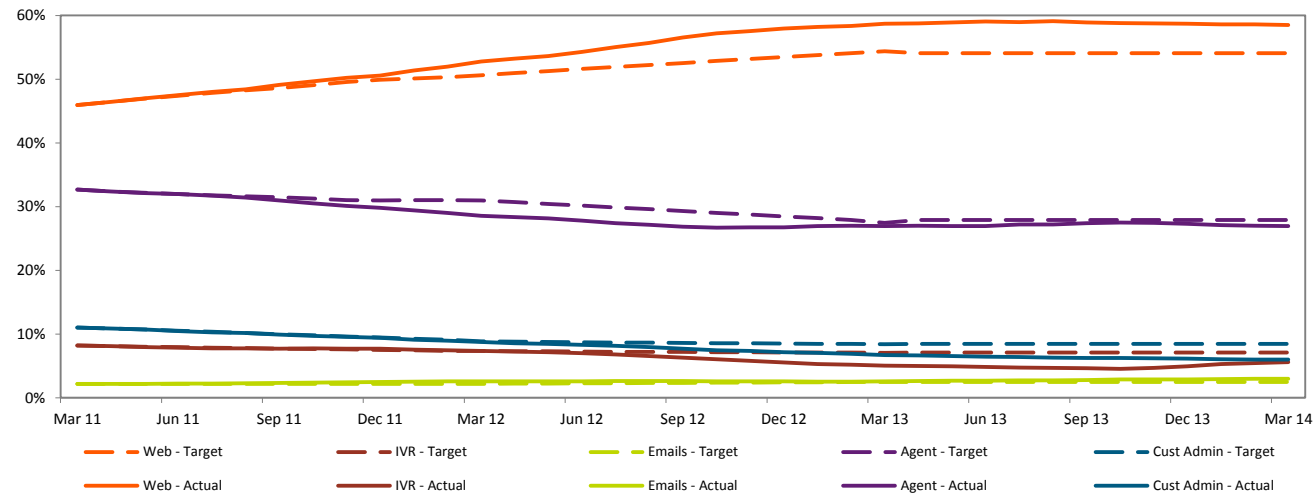
Month	Gen Enq	Target	Variance	COD	Target	Variance	Sales	Target	Variance
April	69.7%	70.9%	-1.1%	50.9%	51.9%	-1.0%	71.4%	73.5%	-2.1%
May	69.5%	70.9%	-1.3%	51.0%	51.9%	-0.9%	71.6%	73.5%	-1.9%
June	69.6%	70.9%	-1.2%	50.8%	51.9%	-1.0%	71.9%	73.5%	-1.6%
July	69.5%	70.9%	-1.4%	50.4%	51.9%	-1.5%	71.9%	73.5%	-1.5%
August	69.5%	70.9%	-1.4%	50.2%	51.9%	-1.7%	72.1%	73.5%	-1.4%
September	69.2%	70.9%	-1.7%	49.6%	51.9%	-2.2%	72.2%	73.5%	-1.3%
October	69.2%	70.9%	-1.6%	48.8%	51.9%	-3.0%	72.3%	73.5%	-1.1%
November	69.4%	70.9%	-1.4%	48.8%	51.9%	-3.0%	72.6%	73.5%	-0.9%
December	69.7%	70.9%	-1.2%	49.0%	51.9%	-2.9%	72.8%	73.5%	-0.7%
January	69.7%	70.9%	-1.1%	49.2%	51.9%	-2.6%	73.3%	73.5%	-0.2%
February	69.6%	70.9%	-1.3%	49.4%	51.9%	-2.4%	73.8%	73.5%	0.3%
March	69.4%	70.9%	-1.5%	49.4%	51.9%	-2.5%	74.1%	73.5%	0.6%

Month	Total	Target	Variance	Total	Target	Variance
April	63.7%	65.0%	-1.3%	60.3%	61.7%	-1.4%
May	63.8%	65.0%	-1.2%	60.5%	61.7%	-1.2%
June	63.9%	65.0%	-1.1%	60.6%	61.7%	-1.1%
July	63.7%	65.0%	-1.3%	60.4%	61.7%	-1.4%
August	63.8%	65.0%	-1.2%	60.4%	61.7%	-1.3%
September	63.5%	65.0%	-1.5%	60.1%	61.7%	-1.6%
October	63.4%	65.0%	-1.6%	59.9%	61.7%	-1.8%
November	63.5%	65.0%	-1.5%	59.9%	61.7%	-1.8%
December	63.6%	65.0%	-1.4%	60.1%	61.7%	-1.6%
January	63.9%	65.0%	-1.1%	60.5%	61.7%	-1.2%
February	64.1%	65.0%	-0.9%	60.9%	61.7%	-0.8%
March	64.1%	65.0%	-0.9%	61.0%	61.7%	-0.7%

Second 'Total' is excluding General Enquiries and just showing self serve percentages for COD and Sales combined.

Self-Serve Summary - Performance Against Targets

Self-Serve performance against targets - by Channel: March 2014



Month	Web	Target	Variance	IVR	Target	Variance	Email	Target	Variance
April	58.7%	54.1%	4.7%	5.0%	7.1%	-2.1%	2.6%	2.5%	0.2%
May	58.9%	54.1%	4.8%	4.9%	7.1%	-2.2%	2.7%	2.5%	0.2%
June	59.0%	54.1%	5.0%	4.8%	7.1%	-2.2%	2.7%	2.5%	0.2%
July	59.0%	54.1%	4.9%	4.8%	7.1%	-2.3%	2.7%	2.5%	0.3%
August	59.1%	54.1%	5.0%	4.7%	7.1%	-2.4%	2.7%	2.5%	0.3%
September	58.9%	54.1%	4.8%	4.6%	7.1%	-2.4%	2.8%	2.5%	0.3%
October	58.8%	54.1%	4.7%	4.6%	7.1%	-2.5%	2.9%	2.5%	0.4%
November	58.8%	54.1%	4.7%	4.7%	7.1%	-2.4%	2.9%	2.5%	0.4%
December	58.7%	54.1%	4.6%	4.9%	7.1%	-2.1%	2.9%	2.5%	0.5%
January	58.6%	54.1%	4.5%	5.3%	7.1%	-1.8%	2.9%	2.5%	0.5%
February	58.6%	54.1%	4.5%	5.5%	7.1%	-1.6%	3.0%	2.5%	0.5%
March	58.5%	54.1%	4.4%	5.6%	7.1%	-1.5%	3.0%	2.5%	0.5%

Month	Agent	Target	Variance	Cust ad	Target	Variance	Served	Target	Variance
April	27.0%	27.9%	-0.9%	6.7%	8.5%	-1.8%	36.3%	38.8%	-2.6%
May	27.0%	27.9%	-0.9%	6.6%	8.5%	-1.9%	36.2%	38.8%	-2.6%
June	27.0%	27.9%	-0.9%	6.5%	8.5%	-2.0%	36.1%	38.8%	-2.7%
July	27.2%	27.9%	-0.7%	6.4%	8.5%	-2.1%	36.3%	38.8%	-2.5%
August	27.2%	27.9%	-0.7%	6.3%	8.5%	-2.2%	36.2%	38.8%	-2.6%
September	27.4%	27.9%	-0.5%	6.3%	8.5%	-2.2%	36.5%	38.8%	-2.3%
October	27.5%	27.9%	-0.4%	6.3%	8.5%	-2.2%	36.6%	38.8%	-2.2%
November	27.5%	27.9%	-0.4%	6.2%	8.5%	-2.3%	36.5%	38.8%	-2.3%
December	27.3%	27.9%	-0.6%	6.2%	8.5%	-2.3%	36.4%	38.8%	-2.4%
January	27.1%	27.9%	-0.8%	6.1%	8.5%	-2.4%	36.1%	38.8%	-2.7%
February	27.0%	27.9%	-0.9%	6.0%	8.5%	-2.5%	35.9%	38.8%	-2.9%
March	26.9%	27.9%	-1.0%	6.0%	8.5%	-2.5%	35.9%	38.8%	-2.9%

Quality Auditing - Volumes Conducted & % Performance Scores

BBC Contract - Schedule 6 - PI 3.6 - Contact Quality Call Quality Analysis (Inbound and Outbound)

Call Monitoring	Total Agent Calls this Month	Number of Calls checked this Month	% Quality this Month	Level Achieved this Month	Number of Calls checked YTD	% Quality YTD	Level Achieved YTD	Trend
Inbound	344,770	852	93.3%	1	11,018	93.2%	1	
Dialler	95,553	149	94.8%	1	1,916	92.9%	1	
Field	3,373	54	94.3%	1	651	93.5%	1	
Escalated	2,340	30	94.9%	1	296	95.1%	1	
Complaints Calls	309	83	95.5%	1	1,002	93.4%	1	
Total Capita	446,345	1,168	93.7%	1	14,883	93.2%	1	
akinika Applications		109	86.0%	2	1,515	87.2%	2	
akinika Inbound	196,908	225	86.5%	2	3,066	84.8%	2	
akinika Outbound	380,557	386	88.4%	2	3,824	86.5%	2	
Total akinika	577,465	720	87.4%	2	8,405	86.0%	2	
Total Call Monitoring Volumes / Average % Score	1,023,810	1,888	91.3%	1	23,288	90.6%	1	

BBC Contract - Schedule 6 - PI 3.7 - E-Mail Quality Analysis (All other Contact Channels other than Call)

Correspondence, E-Mail, Transcription & WEB Monitoring	Number of Cases checked this Month	% Quality this Month	Level Achieved this Month	Number of Cases checked YTD	% Quality YTD	Level Achieved YTD	Trend
On-Shore Processing:-							
Address Structure	80	99.9%	1	1,293	99.7%	1	
ARC	117	99.2%	1	822	99.3%	1	
Correspondence, E-Mail & WEB	45	99.7%	1	464	99.8%	1	
Customer Relations (Complaints)	200	98.1%	1	2,010	97.1%	2	
BBC & HLR Complaints	30	99.7%	1	360	99.5%	1	
DCC	10	100.0%	1	50	100.0%	1	
E-Mail & WEB (now in Correspondence above)				398	99.6%	1	
Hotels & Company Group Licensing	45	97.4%	2	295	99.5%	1	
akinika NLN	180	100.0%	1	2,624	99.5%	1	
akinika Correspondence	60	95.4%	3	633	90.6%	3	
Licence Issue	20	98.4%	1	255	98.6%	1	
Mail Processing (CDIS)	14	100.0%	1	168	100.0%	1	
Over 75's	138	97.9%	2	1,146	96.9%	2	
Total for Onshore Processing	939	98.9%		10,518	98.5%		
Off-Shore Processing:-							
Addacs	32	99.7%	1	420	100.0%	1	
COA Forms & DD Gone Aways	396	99.8%	1	3,326	99.9%	1	
Correspondence	1,928	99.8%	1	15,759	99.7%	1	
DDI	168	100.0%	1	2,136	99.8%	1	
Dealers (CLOSED)				668	99.8%	1	
E-Mail	2,640	99.8%	1	20,046	99.7%	1	
IVR	478	99.9%	1	4,248	99.9%	1	
Refunds	2,807	99.8%	1	21,340	99.7%	1	
Transcription	168	99.9%	1	1,385	99.9%	1	
WEB	896	99.9%	1	11,142	99.9%	1	
Total for Offshore Processing	9,513		1	80,470	99.8%	1	
Total Correspondence, Email, Transcription & WEB	10,452	99.7%	1	90,988	99.6%	1	

BBC Contract - Schedule 2 & Schedule 4 - Item 3.4.44

Field	Number Failing this Month	Total Volume	% Quality this Month	Number Failing YTD	Total Volume	% Quality YTD	Trend
Quality of Prosecution Statements (Code 8 Rejects)	354	34,021	98.96%	2,348	327,641	99.28%	
Complaint Volumes (attributable to Field)	134	338,527	99.96%	1,106	3,804,144	99.97%	
Non- Adherence to Work Instructions & BBC Policies	199	34,021	99.42%	1,864	327,641	99.43%	
Case Quality (Fraud) - VO failure to follow procedure	0	34,021	100.00%	125	327,641	99.96%	
Calls Handled (also included in Call Monitoring above)	54	3,373	94.30%	665	34,517	93.50%	

GREEN = Level 1 = Acceptable Performance / Comprehensive Understanding of Quality. Improving Trend.
 AMBER = Level 2 = Less than Acceptable Performance / Understands Quality but further basic training required. Stable Trend.
 RED = Level 3 = Unacceptable Performance / Lack of Understanding of Quality, needs support, coaching & training. Falling Trend.

Call Monitoring:

In accordance with PI 3.6; 5 calls per Customer Call Centre Agent have been monitored this month in the Teams in Capita Darwen & akinika. All figures quoted in this return are from March 2013 to date.

Inbound:

This month's performance of 93.7% is a 0.7% improvement on last month. A total of 852 calls have been monitored by the QA team. The YTD rate is steady at 93.2%.

Dialler:

The Quality Assurance Team completed 149 remote call monitors this month achieving a 94.8% result, 2.3% better than last month. The YTD rate is 92.9%.

Escalated and Complaints Calls:

113 call monitors completed this month, on a bespoke form designed with conflict handling in mind. The tests ensure the measurement of vital complaint and escalation handling requirements. This month's performance stands at 95.3% - 1.2% lower than last month, but 0.4% up over the 2 month period.

Field:

Performance was 94.3% with 54 Call Monitoring's undertaken by the QA Team. The designated coach continues to support the Field Back Office with the call work, ensuring that they work towards the business's directives over Customer Call Handling.

akinika:

akinika's performance for this month shows a further increase of 0.1% with an overall recorded score of 87.4%. The score is based upon all call types i.e. Applications, Outbound and Inbound. YTD the rate is steady at 86.0%.

For PI3.7 -

Overall Correspondence, E-Mail, Transcription and WEB is steady this month at 99.7% and YTD rate is also steady at 99.6%.

For Offshore processing this month is 99.8% and YTD is up 0.1% to 99.8%.

Internal levelling amongst the Quality Team in India has taken place to ensure they are marking the Tests correctly and in the same way - 1 small non-material issue was identified in this month's exercise which was immediately rectified.

Levelling between the UK and India operation also took place on independently selected Cases in the Corres queues. Again 1 small issue was identified with regard to system recording - this has been subsequently resolved.

Onshore processing is 98.9% this month, improving the YTD rate by 0.3%.

Enhanced support given to the Customer Relations Advisors in the build up to the new CRM system release has helped improve their score by 2.3% this month to 98.1% and is now Level 1. This is a significant achievement considering that the Quality template we use for marking their work is far more stringent and has been designed to ensure the Customer's complaint is dealt with Right First Time. This month's result has helped the YTD rate too, which is up 0.1% to 97.1%.

For the Back Office work that has been moved to Darwen - Over 75's are Level 2 this month but show a month on month improvement of 0.6% and remain at Level 2 YTD. Improvement plans continue to remain in place.

ARC (CLC) Audits have been resurrected this month - their first result is effectively their benchmark and is 99.2%.

Hotel and CGL's have since moved into the Back Office from the Finance Team and the Quality templates have been enhanced. Hence, a Level 2 score this month of 97.4%, when traditionally this has been higher than this. The enhanced template reflects the need for further and more detailed checks in the Address maintenance / Revenue arena.

For akinika correspondence - this month's result of 95.4% is 2.2% higher than last month, and 7.0% up over the last 2 months. Most common area of failure remains to be typographical and grammatical errors. Improvement plans continue to remain in place and are evidentially working.

Field:

The results shown are the specific elements stipulated within the Contract. The Field Quality Dashboard has been sent separately which reflects additional aspects of Field Quality monitoring and fulfils the requirement of item 3.4.44 in Schedule 4 of the Contract.

Quality Auditing - Outbound Letter Quality

BBC Contract - Schedule 6 - PI 3.8 - Outbound Letter Quality

Business Area	This Month			YTD			Trend
	Number of Cases Failing	Number of Cases Checked	% Quality this Month	Number of Cases Failing	Number of Cases Checked	% Quality YTD	
(GEN03) - Had most appropriate Letter / E-Mail been sent in response to the Customer's Enquiry?							
Address Structure	0	40	100.0%	0	271	100.0%	
ARC	0	8	100.0%	0	8	100.0%	
Correspondence, E-Mail & WEB	1	29	96.6%	4	296	98.6%	
DCC	0	1	100.0%	0	41	100.0%	
E-Mail & WEB (now in Correspondence above)				4	320	98.8%	
Over 75's	1	73	98.6%	37	630	94.1%	
Correspondence (Offshore)	14	923	98.5%	84	5,160	98.4%	
E-Mail (Offshore)	7	1,958	99.6%	127	16,623	99.2%	
Refunds (Offshore)	20	1,556	98.7%	167	10,379	98.4%	
WEB (Offshore)	2	120	98.3%	20	1,216	98.4%	
WM DD Gone Aways & Change of Address (Offshore)	0	11	100.0%	15	476	96.8%	
TOTAL	45	4,719	99.0%	458	35,420	98.7%	
(GEN04) - Had Customer's Enquiry been fully addressed?							
Address Structure	0	80	100.0%	4	1,255	99.7%	
ARC	0	8	100.0%	0	8	100.0%	
Correspondence, E-Mail & WEB	1	44	97.7%	6	462	98.7%	
DCC	0	10	100.0%	0	50	100.0%	
E-Mail & WEB (now in Correspondence above)				5	389	98.7%	
Licence Issue	0	20	100.0%	2	200	99.0%	
Over 75's	1	138	99.3%	19	778	97.6%	
Correspondence (Offshore)	0	1,928	100.0%	0	15,748	100.0%	
E-Mail (Offshore)	0	2,088	100.0%	13	17,185	99.9%	
Refunds (Offshore)	0	2,752	100.0%	11	21,306	99.9%	
IVR (Offshore)	1	361	99.7%	6	3,683	99.8%	
WEB (Offshore)	1	896	99.9%	6	11,070	99.9%	
WM DD Gone Aways & Change of Address (Offshore)	0	346	100.0%	1	3,041	100.0%	
TOTAL	4	8,671	100.0%	73	75,175	99.9%	
(GEN11) - Was our response free from grammatical errors and typographical mistakes?							
Address Structure	1	40	97.5%	13	270	95.2%	
ARC	0	9	100.0%	0	11	100.0%	
Correspondence, E-Mail & WEB	0	13	100.0%	4	116	96.6%	
DCC	0	1	100.0%	0	36	100.0%	
E-Mail & WEB (now in Correspondence above)				9	200	95.5%	
Hotel & Company Groups	0	0	-	0	49	100.0%	
Over 75's	3	71	95.8%	73	512	85.7%	
TOTAL	4	134	97.0%	99	1,194	91.7%	
Customer Relations / Complaints Responses							
(CUR10) - Customer Complaint fully answered	3	115	97.4%	15	1,250	98.8%	
(CUR12) - Agent correctly quoted from Business / BBC Policies	0	115	100.0%	2	1,250	99.8%	
(CUR13) - Response free from grammatical errors & typographical	19	247	92.3%	298	2,540	88.3%	
(CUR24) - Letter format correct	0	115	100.0%	22	1,252	98.2%	
(CO203) - Correct use of Glossaries	0	115	100.0%	5	1,250	99.6%	
(CUR16) - Response logically flowed	0	115	100.0%	8	1,252	99.4%	
(CUR17) - Apology given where appropriate	0	93	100.0%	6	974	99.4%	
(CUR19) - Response preserved relationship & fully supported TVL's	0	23	100.0%	0	560	100.0%	
TOTAL	22	938	97.7%	356	10,328	96.6%	
TOTAL Outbound Letter Quality performance							
OVERALL TOTAL	75	14,462	99.5%	986	122,117	99.2%	
GREEN = Acceptable Performance. Improving Trend.							
AMBER = Less than Acceptable Performance. Stable Trend.							
RED = Unacceptable Performance. Falling Trend.							

The results declared on this page reflect our performance against **PI 3.8 Outbound Letter Quality**.

Here we're looking at whether we sent the most appropriate response, had covered all the points raised by the Customer in their correspondence with us and responded in a meaningful way.

For Customer Relations / Complaints letters we have a more detailed and stricter level of marking - as we're expecting total accuracy and a very detailed response that covered all the points raised by the Customer.

This month overall we've achieved 99.5% which is 0.1% better than last month.

The errors identified in the letters i.e. typographical and grammatical errors were before they were sent out to the Customer. All Customer Relations response letters are 100% checked by a Team Leader outside of this QA process.

Focus for Offshore remains on the sending of the most appropriate e-mail or response in response to the Customer's Enquiry.