



Proposal of a general nature

POSTAL OPERATIONS COUNCIL

UPU Global Monitoring System (GMS)

Congress,

Confident

that improvement of international postal service quality is of primary importance for the Universal Postal Union,

Taking into account

- the decision of the Beijing Congress to develop an operational and implementation plan to link quality of service to terminal dues, in conformity with the conditions of each postal administration, for the purpose of improving the quality of the international postal service;
- the decision of the Bucharest Congress to implement the link between quality of service and terminal dues, and in particular to see to it that appropriate monitoring systems are made available;
- the decision of the Bucharest Congress to evaluate the quality of service measurement systems and propose the necessary improvements to enable the maximum number of countries to participate,

Convinced

that the system for monitoring quality of service results, which will form the basis for the terminal dues remuneration, should be uniform, credible and accessible to all UPU member postal administrations,

Recognizing

that this system shall be based on external measurements, with testing independent of postal administrations,

Aware

that the results of the monitoring system will enable postal administrations to take appropriate actions to rectify weaknesses identified in their operations to improve quality,

Recognizing

the need to evaluate the achievements of postal administrations in implementing projects financed through the Quality of Service Fund,

Noting

the need to supplement the provisions of the Letter Post Regulations, particularly the part dealing with performance indicators and the monitoring system,

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Taking note of the UPU Global Monitoring System (GMS) design as set forth in the technical specifications developed by the Bucharest Postal Operations Council,

Recognizing that the key principles of the GMS are that the system should be:

- customer-driven;
- globally applicable;
- affordable;
- transparent;
- sufficiently accurate and reliable;
- external to UPU members;
- diagnostic;
- locally relevant;
- continuous,

Noting that the GMS can be used by postal administrations as the core system for monitoring service quality and quality of service linked to terminal dues, and can also serve as a tool for evaluating the achievements of postal administrations in implementing projects financed through the Quality of Service Fund,

Instructs

the Postal Operations Council:

- to develop and pursue a GMS pilot programme in order to test the technical specifications and make appropriate revisions, in accordance with the findings and the input of the member postal administrations;
- to coordinate agreement on the GMS ready for implementation, taking into account the Congress decisions on the transition of countries to the target system;
- to continue the refinement and development of the technical design, financing arrangements, governance structure, legal issues and other elements needed for implementing the GMS;
- to ensure that the GMS can be used for the quality of service terminal dues link;
- to implement the GMS as a UPU global system,

Instructs

the International Bureau, to lend its full support to the effective implementation of the GMS,

Encourages

postal administrations to participate in the implementation of the GMS.

Reasons. – CONGRÈS–Doc 21b.