

## **Statement of work for consultancy services for the audit of systems and measurement of performance of EMS Cooperative providers**

### **EMS Cooperative Audit and Measurement Programme 2023–2026**

#### **Task 1 – System and procedure audits**

The third-party auditor will conduct audits of:

- the systems and procedures used to measure the quality of EMS services based on the tracking event data transmitted to the network;
- the systems and procedures involved in the operation of the EMS Cooperative's online customer service systems;
- the systems and procedures associated with the EMS electronic data interchange (EDI) data platform.

The results of these audits should be presented in reports.

1.1 An initial audit should be scheduled for 2023. This task will involve one visit (or two at the most) to the office of the EMS Cooperative report provider in Switzerland. This provider produces monitoring reports for the EMS Cooperative based on its performance monitoring system.

Quality monitoring and service performance reports are based on information transmitted in the form of standard EDI messages generated when EMS operators' barcoded items are scanned at various stages from posting to delivery. A copy of this information is collected on a daily basis from two international postal EDI networks, namely the GXS network (subcontracted by International Post Corporation in Brussels, Belgium) and POST\*Net (operated by the UPU International Bureau (IB) in Berne). This data is used to populate a database, located at the IB's Postal Technology Centre in Berne, containing the tracking history of items. The database is used to produce performance reports on the quality of tracking data transmitted between EMS operators, and reports on delivery service performance against the agreed standards.

This task should be completed and the final report submitted to the EMS Unit of the UPU International Bureau by 30 August 2023.

1.2 The second audit should be scheduled for 2024. This task will involve one visit (or two at the most) to the office of the EMS Cooperative online customer service system provider in Switzerland. This provider uses confidential tracking data received from the EMS report provider and reference data from the EMS Operational Guide.

The third-party auditor should review the systems and security processes relating to data handling and the provision of access to the customer service system by external customer relationship managers.

This task should be completed and the report submitted to the EMS Unit by 30 June 2024.

1.3 The third audit should be scheduled for 2025. This task will involve one visit to the PTC at the IB in Berne, Switzerland. The PTC manages the POST\*Net network and the EMS EDI data platform for EMS reports.

The third-party auditor should analyze the systems and procedures used in the handling of EMS tracking event data transmitted via the POST\*Net network operated by the PTC, to ensure that data is secure, complete, accurate, valid and handled in a timely manner.

This task should be completed and the report submitted to the EMS Unit by 30 June 2025.

The International Bureau will ensure full access to programs, systems, documentation and the responsible personnel to enable this task to be achieved.

The third-party auditor may be asked to present any of the above audit results to the EMS Cooperative Board or to the EMS Cooperative General Assembly at the IB in Berne, Switzerland or remotely.

The audits should be conducted remotely or in person, which will be defined separately the EMS Unit.

### **Task 2 – Review of procedures used to produce the EMS Operational Guide and for administration of the user database**

The third-party auditor should review the procedures used by the EMS Unit to collect and publish information from all EMS service providers on the operation of EMS services. This information is published online in the EMS Operational Guide ([www.emsog.post](http://www.emsog.post)). The third-party auditor should also review the procedures used to administer the database of single sign-on users of EMS Cooperative systems.

The third-party auditor will be required to review the documentation produced and to visit the EMS Unit in Berne for half a day (or one day at the most) to examine the procedures for the collection and publication of data. The third-party auditor will be required to validate the procedures implemented to ensure the timely and accurate publication of information on the EMS services provided by EMS operators, and to suggest ways in which these procedures or the resulting documentation and/or website presentation might be improved to increase value or utility for EMS Cooperative members. The third-party auditor should also review the processes for administration of the user database and the security of procedures associated with this database.

This task should be completed in 2023 or at a time defined by the EMS Unit. The final report should be submitted to the EMS Unit 30 days after the visit. The date of review will be defined separately between the EMS Unit and the third-party auditor.

### **Task 3 – Preparation of quarterly and annual report cards**

This task involves the preparation of quarterly and annual report cards for each EMS operator, evaluating performance against standards in the areas of:

- End-to-end performance;
- Tracking quality;
- ITMATT data;
- Customer service;
- EMS Operational Guide;
- Pay-for-Performance;
- Customs information.

Scores for end-to-end performance, ITMATT, Pay-for-Performance and various tracking aspects, as well as the EMS customer service system, are based on quarterly data provided in EMS Cooperative reports and EMS customer service system providers. Other aspects on the list above are based on quarterly data provided by the EMS Unit. The third-party auditor should produce the report cards within 7–10 working days following receipt of the data. The third-party auditor should check the completeness of the results and present the report cards in a clear and modern layout agreed with the EMS Unit. The indicators presented on the report cards may change once per year.

The annual report cards are based on specific annual figures and on the quarterly report cards. The format of the annual report cards will be agreed separately. They should be prepared based on the aggregation and ranking rules and the Performance Award criteria of the EMS Cooperative for the year in question. The indicators measured, rules and criteria may change once per year. The system used to produce the report cards will need to be adjusted accordingly.

The flexibility to change and the creativity to innovate are paramount.

The report cards should be shared with the EMS Unit, broken down per operator and per report card type, in a convenient and safe manner enabling the EMS Unit to easily distribute them to members.

The report cards should be prepared for all quarters of years 2023-2026 (16 quarters in total).

#### **Task 4 – Preparation of an annual written report**

The third-party auditor should prepare an annual written report that includes analysis of performance, based on the results in the quarterly and annual report cards. It should cover all aspects of the Audit and Measurement Programme for the calendar year and compare performance over several years. Performance trends should be included and recommendations for improvement provided based on the observed results.

The information provided should serve to identify areas requiring improvement and to guide potential changes in strategy.

The third-party auditor is also likely to be asked to present the annual findings, in person, to the EMS Cooperative Board or EMS Cooperative General Assembly once per year in Berne, Switzerland or remotely.

The annual reports should be prepared each year (4 reports in total)

#### **Workload**

The workload may not exceed 40 person-days per year.