


**Communications Regulators' Association of Southern Africa**

# REPORT ON IMPLEMENTATION OF REGIONAL POSTAL QUALITY OF SERVICE PROJECT

## 1. INTRODUCTION

CRASA is implementing an intra-regional Postal Quality of Service (QoS) Project in collaboration with the Universal Postal Union (UPU). The project utilises the UPU's Global Monitoring System (GMS) technology and infrastructure that is already installed at the International Offices of Exchange of Designated Postal Operators (DPOs) in the participating countries. In terms of methodology, the project relies on the established practice of inducting actual mail-pieces into the international mailstream using carefully selected panellists that are recruited and managed by the respective National Regulatory Authorities (NRAs).

## 2. PROJECT AIMS AND PARTICIPANTS

The CRASA GMS NEXUS project, as it is referred to by the UPU, mainly aims at:

a) Monitoring, analysing and reporting the Postal Quality of Service within the SADC region specifically for regulatory purposes, and
b) Improving the quality of service for postal flows within the SADC region

In Phase I, the project is focused on the following 6 Member states that are already equipped with GMS RFID equipment at relevant inbound/outbound Offices of Exchange:

i. Botswana
ii. Eswatini
iii. Lesotho
iv. Malawi
v. Namibia
vi. Zimbabwe

The possibility of other Members joining the next phase is still open, as and when they acquire the required GMS equipment. According to the UPU, Mauritius, South Africa, Tanzania and Zambia, have already commenced this process and are the most likely Phase II candidates. Other Members are nevertheless still encouraged to join and consider utilising Quality of Service Funds to acquire the equipment in liaison with their Designated Operators.

## 3. OPERATIONAL DETAILS

A summary of the operational details for the project is outlined below:

A. GMS RFID equipment needs to be installed at the inbound/outbound gates (at the international offices of exchange of the Designated Operators) for leg analysis (Legs 1, 2 and 3);
B. GMS **software/web interfaces** for data entry, analysis and reporting have been provided by the UPU;
C. GMS **test material** including test cards and RFID transponders have also been provided by the UPU;
D. Each participating NRA will be required to engage **three external panellists** who are preferably drawn from the organisations responsible for consumer protection or similar mandates in the respective countries;
E. **Postage stamps** and **envelopes** need to be provided by each participating NRA;
F. **On-site and remote training** has been provided by the UPU for all the nominated National Coordinators.
G. Each Country will have to induct and receive up to **240 test items per year per flow**, spread evenly over the calendar year as depicted in the sample matrix below.

| CRASA GMS NEXUS Phase I | | DESTINATION | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | BW | SZ | LS | MW | MU | NA | TZ | ZW |
| ORIGIN | BW | | 240 | 240 | 240 | 240 | 240 | 240 | 240 |
| | SZ | 240 | | 240 | 240 | 240 | 240 | 240 | 240 |
| | LS | 240 | 240 | | 240 | 240 | 240 | 240 | 240 |
| | MW | 240 | 240 | 240 | | 240 | 240 | 240 | 240 |
| | MU | 240 | 240 | 240 | 240 | | 240 | 240 | 240 |
| | NA | 240 | 240 | 240 | 240 | 240 | | 240 | 240 |
| | TZ | 240 | 240 | 240 | 240 | 240 | 240 | | 240 |
| | ZW | 240 | 240 | 240 | 240 | 240 | 240 | 240 | |

## 4. IMPLEMENTATION STATUS

The actual QoS testing process officially commenced on 1st October 2020 with the induction of the first set of test letters. As a 2nd February 2021, a combined total of 986 test letters had been sent by the panellists from the participating counties as follows:

| Origin country | Panelist ID | Sent letters |
|---|---|---|
| | | |
| BOTSWANA | BW14 | 23 |
| | Total | 23 |
| ESWATINI | SZ09 | 90 |
| | SZ10 | 107 |
| | SZ11 | 107 |
| | Total | 304 |
| LESOTHO | LS08 | 73 |
| | LS09 | 81 |
| | LS10 | 74 |
| | Total | 228 |
| MALAWI | MW12 | 110 |
| | MW13 | 33 |
| | Total | 143 |
| NAMIBIA | NA08 | 81 |
| | NA09 | 78 |
| | NA10 | 73 |
| | Total | 232 |
| ZIMBABWE | ZW16 | 19 |
| | ZW17 | 18 |
| | ZW18 | 19 |
| | Total | 56 |
| GRAND TOTAL | | 986 |

## 5. RECOMMENDATIONS

a) Members that are not part of the project, are once again encouraged to consider joining during the 2021/2022 period in order to ensure that subsequent QoS reports cover as many intra-regional links as possible,

b) Members are also urged to investigate the overall state of international mail movement in their respective jurisdictions in order to establish the full impact of the Covid-19 pandemic, and to develop mitigatory interventions in collaboration with the relevant stakeholders, if necessary.

**End/….**