

## APPENDIX A – KEY PERFORMANCE INDICATORS APRIL TO JUNE 2021

Quarter - April to June 2021									
Business Process Perspective	Target	This Quarter		Previous quarter	Customer Perspective - Feedback	Target	This Quarter		Previous Quarter
Retirement Benefits notified to members within 10 working days of paperwork received	92%	89%	▶	89%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	100%	▲	99%
Pension payments made within 10 working days of receiving election	95%	92%	▶	90%	Experience of dealing with Section - rated at least good or excellent	95%	92%	▶	91%
Death benefits/payments sent to dependant within 10 working days of notification	90%	81%	▼	75%	Establish members thoughts on the amount of info provided - rated as about right	92%	94%	▲	93%
					Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	100%
Good or better than target	▲				Email response - understandable	95%	87%	▼	89%
Close to target	▶				Email response - content detail	92%	91%	▶	90%
Below target	▼				Email response - timeliness	92%	87%	▶	92%

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