



UPU

UNIVERSAL
POSTAL
UNION

POSTAL DEVELOPMENT REPORT 2018: Factsheet

RELIABILITY

Postal operational efficiency

RELEVANCE

Competitiveness in main markets

173 countries scored on 4 dimensions

REACH

Internationalization of postal services

RESILIENCE

Adaptability of business models

Postal development scores compared to key SDG indicators show that development of the postal network can help with 4 key SDGs



PROMOTE SUSTAINED, INCLUSIVE AND SUSTAINABLE ECONOMIC GROWTH, FULL AND PRODUCTIVE EMPLOYMENT AND DECENT WORK FOR ALL.



BUILD RESILIENT INFRASTRUCTURE, PROMOTE INCLUSIVE AND SUSTAINABLE INDUSTRIALIZATION AND FOSTER INNOVATION.



MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE.



STRENGTHEN THE MEANS OF IMPLEMENTATION AND REVITALIZE THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT.



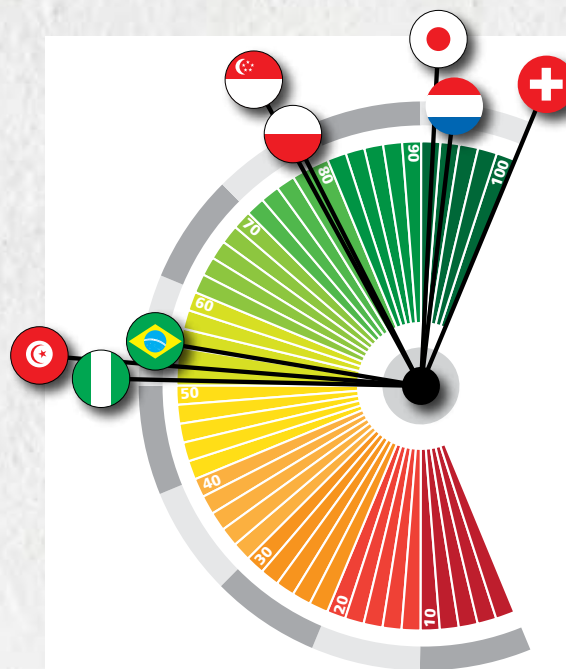
Speed of delivery and interconnectivity with international partners placed **Netherlands** among the most reliable and interconnected Posts in the world.



Switzerland once again achieved the most balanced performance and had impressive service standards, leading the pack with a score of 100.



Performance in terms of quality and demand for its services enabled **Japan** to retain third position.



Top 3 and regional champions among 173 countries ranked on a 2IPD Comparative index, with the **top scorer receiving 100 points and the bottom receiving 0**

Switzerland – 100
Netherlands – 93.7
Japan – 91.6
Poland – 78.3
Singapore – 78.2
Brazil – 54
Tunisia – 51.9
Nigeria – 50.86

Champions in UPU's developing regions

Eastern Europe & CIS: This was the highest performing region, with **Poland** emerging as regional champion and sixth in the overall ranking for its outstanding connectivity.

Asia-Pacific: In addition to being regional champion, **Singapore** also landed 10th place in the overall ranking thanks to its high reliability and reach.

Arab region: **Tunisia** leads as Arab champion thanks to the resilience of its business model despite declining letter volumes.

Latin America: **Brazil** took the regional lead for its postal connectedness and demand for its diversified services.

Africa: Service reliability and connectivity earned **Nigeria** its spot as regional champion for Africa.