

Survey of the Couriers and Local Messengers Industry – Global Quality Indicator Table

Global quality indicator		Response rate			
		[90,100]	[67,90)	[40,67)	[0,40)
CV	[0,5)	EXCELLENT	VERY GOOD	GOOD	USE WITH CAUTION
	[5,10)	VERY GOOD	GOOD	ACCEPTABLE	USE WITH CAUTION
	[10,15)	GOOD	ACCEPTABLE	USE WITH CAUTION	USE WITH CAUTION
	[15,25)	ACCEPTABLE	USE WITH CAUTION	USE WITH CAUTION	UNRELIABLE
	[25,35)	USE WITH CAUTION	USE WITH CAUTION	USE WITH CAUTION	UNRELIABLE
	>=35	UNRELIABLE	UNRELIABLE	UNRELIABLE	UNRELIABLE