

How are we performing?

2016/2017



CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

Our customer service

We will achieve a target of 90% from our customers who are satisfied with the quality of our service¹

Target

Achieved

Status

90%

100%

Target met

We will achieve a target of 90% from our customers contacting CPPE, who felt we handled their complaint or query satisfactorily¹

90%

100%

Target met

Percentage of emails replied to within 3 working days (5 working days for emails to local pharmacy tutors)¹

100%

100%

Target met

Percentage of complaints acknowledged within 3 working days²

100%

100%

Target met

Percentage of complaints addressed fully within 20 working days²

100%

100%

Target met

Our delivery standards

Percentage of pre-event materials dispatched on time for customers who book 14 or more days before the event³

95%

96.2%

Target met

Percentage of pre-event materials dispatched within 4 working days for customers who book with fewer than 14 days before the event³

90%

91.5%

Target met

Our learning services⁴

We will develop a minimum of 15 new learning programmes as per commission

15

35

Target met

We will maintain the current level of administration costs to ensure maximum expenditure on learning

14%

14%

Target met

1. Data taken from survey April 2017.
2. Data from complaints file April 2016 to March 2017.
3. Data shows performance for orders placed and events run from April 2016 to March 2017.
4. Data taken from CPPE annual report 2016/2017.