

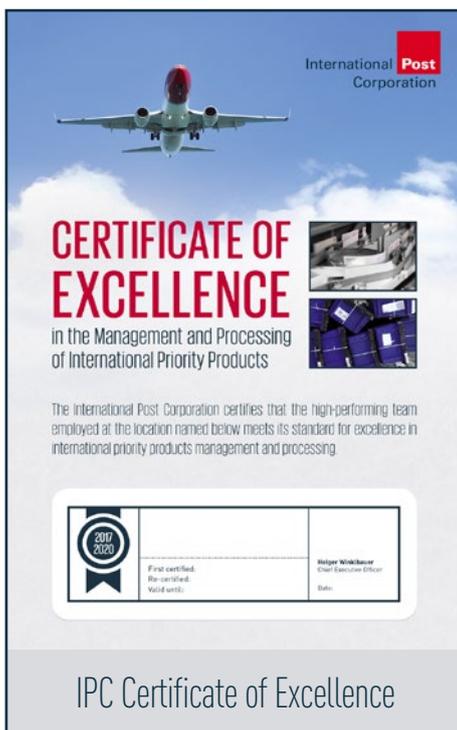
CERTIFICATES OF EXCELLENCE



Setting standards among postal operators to strive for cross-border network service quality

Why?

To ensure that postal operators adhere to the highest standards and that there is a continuous and sustained focus on providing service quality excellence to the customers of international mail products and services. Every single Office of Exchange (OE) is an important contributor to the quality of a cross-border network and needs to perform well in order to provide an end-to-end service.



How does it work?

The IPC Certification of Excellence in the Management and Processing of International Priority Products is an independent audit-like process that encourages postal operators to strive for excellence.

The main criteria for assessment relate to topics such as work organisation, quality management, communication and interface with internal customers, airline companies, handlers, IPC and partner postal operators.

Certificates are given in recognition of the management and staff working in an international site that provides an excellent service quality through engagement and efficient processes. The assessment also reviews of quality of cleanliness, safety, security and signage within an OE facility.

Benefits

- The assessment process is **independent, consistent, fair and transparent** and is aligned to the needs of the member posts and the products within an international mail network.
- Management and staff of an OE facility are **fully engaged and involved** in the Certification process, which enhances their learning, development and passion for excellence.
- The process creates an environment where **best practice** can be identified or shared across the member community.
- The process can **complement** any internal quality processes.
- The process is **flexible** and is **frequently reviewed** to ensure it continues to add value to the member posts.

Pre-assessment criteria

To be eligible for certification, the OE must achieve a minimum score on a number of key performance indicators:

- For European members, the overall outbound performance has to be better than the European Directive objective of 85% by J+3 with most country-to-country links exceeding this objective for at least six months before assessments.
- For non-European members, the overall outbound performance has to be better than the agreed city-to-city links objectives for at least six months before assessments.
- The targets set by each member post for performance within the Office of Exchange must be higher than 98% through the OE, from first to last diagnostic read.
- The OE should be consistently scanning inbound priority products receptacles. Performance requirements are: the RESDES EDI messages at a minimum level of 95% for six months before assessment, and 97% for a year before re-certification.

The scoring is announced during the actual live assessment. The IPC assessment team covers all work areas and processes to be assessed. The IPC team is present in the main operational areas during peak hours observing the operation and work processes. At all key stages of the assessment the Posts local liaison person attends as part of the assessment team.

The team interviews management and supervisory people as part of the assessment or where additional clarification or information is required. The team also engage with staff working in the OE in order to establish their level of knowledge and training. In addition, the team will also look for evidence of written operational and work procedures and their availability to relevant employees in the specific work areas or processes.



More information

For more information, visit our website: www.ipc.be.
To find out more about this service, please contact helpdesk@ipc.be.



More info