

## IPC re-certifies Office of Exchange in Milan, Italy

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The Office of Exchange in Peschiera Borromeo, Milan, Italy, has been re-certified in the framework of the IPC Certificates of Excellence, after again reaching high levels of quality within the facility.

IPC continuously rewards Offices of Exchange worldwide 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 of Certificate reviews quality of cleanliness, safety, security and signage within an Office of Exchange. 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 IPC partner postal operators.

To earn an IPC Certificate of Excellence, the operator must first have achieved a minimum level of mail service and RESDES

performance. It then must adapt its management and processing of international priority products to meet the high levels agreed upon by all IPC member postal operators.

Holger Winklbauer, CEO of IPC said: "The staff and the management of the Milan Office of Exchange can be very proud of this achievement and I can only congratulate them again and encourage them to maintain this excellent level of quality."

Independent, external experts, led by the IPC Certification Manager, conduct assessments of offices of exchange. The assessed offices of exchange need to meet minimum standards for quality of service, actively use CAPE Vision in daily operations and monitoring, take part in the IPC Performance Centre Operations activities and exchange complete and accurate EDI messages.