

## IPC re-certifies three Offices of Exchange

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IPC's Certificate of Excellence is awarded to member postal operators reaching the required standards. To earn IPC's Certificate of Excellence, the operator must first have achieved a minimum level of mail service and RESEDES 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.

The certification process guarantees consistency, transparency, independence and pro-active management across all participating members.

Independent, external experts, led by the IPC Certification Manager, conduct assessments of offices of exchange that 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.