

# 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 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 review 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 Office of Exchange facility.

## Benefits

- The assessment process is independent, consistent, objective and transparent.
- It 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. The OE should be consistently scanning inbound priority products receptacles. Performance requirements are:

- RESDES EDI messages at a minimum level of 97% one year before assessment;
- RESCON EDI messages at a minimum level of 95% one year before assessment;
- MRD on MRD-like data at a minimum of 97% one year before assessment.

The IPC Certification team covers all work areas and processes to be assessed. The team observes the operation and work processes. At all key stages of the assessment, the posts local liaison participates as part of the assessment team.

The team interacts with management and supervisory staff 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 looks for evidence of written operational and work procedures and their availability to relevant employees in the specific work areas or processes.

The outcome of the review is discussed in detail with the local management staff at the conclusion of the review.

## More information

To find out more about this service, please contact [helpdesk@ipc.be](mailto:helpdesk@ipc.be).



More info