

PERFORMANCE UPGRADING



Ensuring high quality of service for international postal flows

Why?

It is essential in the exchange of international mail flows to ensure service reliability for postal customers from an end-to-end perspective.

IPC collects all mail flow data for all mail streams interchanged between IPC and INTERCONNECT members. This data is processed into business intelligence, providing operational and customer facing information and reporting. IPC provides business intelligence on current and historical data. This enables IPC and its member posts to analyse this information, identify business development and operational upgrading opportunities.

IPC's Operational Performance Upgrading service aims at ensuring that performance levels of end-to-end (E2E) quality of service for international mail flows are consistent, reliable, aligned and adapting to changing customer and market expectations in the postal and logistics industry.

Hence, quality monitoring and reporting is key for IPC and its members to improve operational performance, and to meet the customer expectations through high quality data, operational analysis and implementation of best practices.

How does it work?

IPC Operational Performance Upgrading service, supports IPC member posts and INTERCONNECT participants on operational matters. This service provides relevant KPI data and quality reports for members to facilitate the analysis of their performance and enabling proactive performance management. The reports are an essential tool in enabling the Operations Upgrading Committee (OUC) and INTERCONNECT Performance Improvement Committee (IPIC), which governs and coordinates the end-to-end performance upgrading of international mail flows.

Benefits

Providing a platform for operational improvements

IPC provides a peer-to-peer knowledge-sharing platform for its members. IPC also centralises reporting, analysis expertise and skills to members, and identifies the root causes of service failures.

IPC facilitates effective operations management and provides tangible benefits for members (reliability improvements and/or costs reduction, optimisation through standard reporting and analysis), and hence enables a high-quality and consistent experience for customers to meet and surpass market expectations for cross-border items.

Experts from operations, delivery, transportation, quality management and from the EDI (Electronic Data Interchange) sector can

More information

To find out more about this service, please contact info@ipc.be.



More info