

PROACTIVE PERFORMANCE MANAGEMENT



The team to improve the management of cross-border operations and data on the ground

Why?

The postal chain has many links and interfaces that rely on the organisation and specifications of the individual postal operator, airport or customs authority. IPC's Proactive Performance Management team was created to add transparency and streamline the end-to-end process for all of its members. IPC's Proactive Performance Management service helps IPC member posts to learn, adapt and improve their management of cross-border operations and associated data.

How does it work?

IPC's Proactive Performance Management (PPM) is an operational service aimed at providing member posts with support and best practice sharing among the postal community.

The PPM team follows a structured approach when assessing identified operational problems and provides a holistic view on the process. The Operations Upgrading Committee, which is the governing body is provided with a detailed report and is updated in its quarterly meetings on progress. The PPM team supports the posts in action planning and follow-up meetings.

Implementing the solutions to fix the identified root cause is of course with the member post, however the process is tracked with an action plan and scheduled follow-up meetings, to allow for continuous improvement. The PPM team initially carries out in-depth data analysis and consults the internal IPC experts for additional expertise and insights. Based on the findings and first assumptions that indicate underperforming areas the team works jointly with the concerned member posts. This includes on-site observations to assess the issues and jointly agree next steps and solutions.

The PPM team hosts monthly operations calls with members whom are involved in the network to facilitate the active exchange of information and issues that might impact others. During peak periods, the frequency of these calls is increased to allow for immediate action. Proactive Performance Management is in place to support all member posts in reaching and exceeding the agreed performance objectives and targets regardless of its complexity and different operations.

What is in the PPM toolbox?

The PPM team has developed the PPM data slicer tool, which is tailored for the specific assignment and allows for data simulation and enrichment. This provides deep insights and unique views of the mail processing pipeline.

Besides the slicer tool, the PPM team is using IPC's established operational reports and monitoring solutions to identify reasons for underperformance or deviations.

Established tools, IPC reports as well as new technologies and services are applied to enhance the analysis on transport, EDI messaging, processing, quality of service and OE set-up.

Benefits

Joining IPC's Proactive Performance Management ensures the expertise in all aspects of cross-border border mail and is supported by IPC's Reporting, Analysis and Certification teams. Its knowledge is enriched by its engagement with other departments in IPC to provide the best suitable solution possible in each assignment.

The PPM team is in place to provide an independent view on operational processes and offers solutions and IPC services to improve the existing processing operation. IPC's reporting team issues the "OUC performance reporting pack" on a monthly basis. Key performance indicators on international mail transportation and processing are reflected, which are key contributors to identify underperforming areas in the network. This monthly set is a building block of the PPM work.

PPM assignments can be initiated by the OUC on request, but also proposed to the posts by IPC based on the identified performance deviations. Together with IPC's Analysis team and in maintaining the "Certificate of Excellence" status the PPM assignments lead towards operational excellence

More information

To find out more about this service, contact us via e-mail at info@ipc.be.



More info