

## IPC re-certifies Office of Exchange in Lisbon, Portugal

06-09-2018

The Office of Exchange and its Air Mail Unit in Lisbon, Portugal have successfully been re-certified after reaching high levels of quality within the two facilities.



working in an international site that provides an excellent service quality through engagement and efficient processes. The main criteria for Certification relate to topics such as work organisation, quality management, communication and interface with internal customers, airline companies, handlers, IPC and IPC partner postal operators. The assessment for Certification also reviews quality of cleanliness, safety, security and signage within an Office of Exchange.

The Office of Exchange will become the third re-certification since January this year. IPC rewards Offices of Exchange worldwide in recognition of the management and staff

Holger Winklbauer, CEO of IPC said: “We believe that this certification is an important building block in our strategy to help posts enhancing quality of service and generating growth. It fits very well with CTT Portugal’s recently adopted plan to preserve mail business while at the same time developing the growth levers.”