

## **bpost Office of Exchange receives new Certificate of Excellence**

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On 15 January 2020, the Brussels EMC Office of Exchange (OE) received its IPC Certificate of Excellence in the management and processing of international priority products, after a thorough and independent audit. The Certificate is valid for three years, until October 2022.

Every OE needs to perform well and adhere to the same principles in order to provide a high-quality end-to-end service. This is what IPC has been rewarding through its Certificates of excellence, since 1999. The assessment reviews quality, cleanliness, safety, security and signage within an OE facility. 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.

Currently, 15 offices of exchange in North America, Europe and Asia Pacific have a valid IPC Certificate of Excellence. Furthermore, 17 other OEs are currently in the process of having their certificate re-confirmed for three more years or are preparing for their first certificate.