

# PERFORMANCE UPGRADING



Ensuring high quality of service for international postal flows

## Why?

In order to stay relevant as a service in a competitive business environment and an increasing e-commerce delivery market, it is essential to ensure service reliability for postal customers and postal recipients in the exchange of international mail flows. This needs to be done from the perspective that mostly matters to them, which is end to end.

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

IPC's Operational Performance Upgrading service, supports IPC member posts and INTERCONNECT participants on operational matters. The 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.

The OUC is the agreed forum to measure, monitor and drive performance to meet and exceed agreed targets between all IPC members. It provides the opportunity for peer-to-peer dialogue between senior operations executives, with focus on each post's performance across all KPIs including performance upgrading of letter formats P&G. IPC actively supports the OUC with reports, improvement plans, the deployment of Analysis Team and PPM assignments.

The IPIC is the equivalent of the OUC for non-IPC members in INTERCONNECT on INTERCONNECT items only. It is based on the same mission statement of the OUC with the exception that the scope is limited to INTERCONNECT KPIs and a subset of the transport reports. Meetings provide similar peer-to-peer dialogue with focus on each post's performance across all KPIs. IPC provides the same support to IPIC as to OUC. To strengthen the link between OUC and IPIC cross-participation is foreseen (members, taking turns, representing one group at the meeting of the other). Through IPIC non-members also get access to dedicated sessions such as a presentation of the IPC Cross-Border E-Commerce Shopper Survey. This support is strengthened by the IPC Proactive Performance Management service which assists posts individually or collectively where there are shared issues to be addressed.

**25** posts in  
the OUC

**9** posts in  
IPIC

## Benefits

### Providing a platform for operational improvements

IPC provides a peer-to-peer knowledge-sharing platform for its members on operational improvements, best practice sharing, analytics methodology, etc. 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 help each other to solve and fix challenges related to mail operations and service quality performance.

### More information

To find out more about this service, contact us via e-mail at [info@ipc.be](mailto:info@ipc.be).



More info