



## NEWS RELEASE

# DHL GLOBAL FORWARDING RECEIVES PEOPLE SITE CERTIFICATION AWARD FROM APCSC

*“People Site Certification from APCSC recognizes all the endeavors put forth by my professional team members”*

**Hong Kong, China, 11 July 2006 – DHL Global Forwarding** has been awarded the People Site Certification from APCSC (Asia Pacific Customer Service Consortium), in recognition of DHL Global Forwarding’s ongoing commitment in providing innovative and world-class service and elevating customer service quality in Hong Kong.

DHL Global Forwarding received the People Site Certification, which is presented to organizations that have over ninety percent of their Customer Service and Call Centre staff certified under APCSC’s Global Certification program includes Certified Customer Service Best Practice (CSBP).

Mr. Jason Chu, Chairman of APCSC commented, “Supply-chain-management is one of the most important success factors in global business competitiveness today. Achieving the People Site Certification for their customer service center, DHL Global Forwarding is well positioned to integrate professional call center staff into their SCM services to ensure that efficient and reliable services are provided to all clients with unique and sophisticated needs. ”

Mr. C.T. Kwok, Head of Customer Service of DHL Global Forwarding commented, “I’m glad to receive the People Site Certification from APCSC that recognizes all the endeavors put forth by my professional team members. With them DHL Global Forwarding is and will be standing out in the logistics industry.”

The People Site Certification is offered free of charge and is renewed on an annual basis provided that ninety percent or more of the staff remain certified under APCSC’s Global Certification program.

In addition to the People Site Certification, APCSC has also introduced the CSQS – a 360 degree Customer Service Quality Standard that enhances the knowledge management, organization learning and customer relationship excellence. APCSC is inviting leading organizations to participate as a committee member and to contribute to the development of the standard.

The CSQS has been developed in conjunction with the Asia Pacific Customer Service Consortium (APCSC) and in collaboration with researchers at the University of Hong Kong (HKU) to assess the overall service quality, best practice compliance and performance of the customer service operation. It is the highest certification that is awarded to call centres and customer service organizations that excel in people excellence in customer relationship.

For Global Certification Program, People Site Certification, CSQS or press enquiries/interviews, please contact Ms. Stella Lau at +852 2174 1428. Press releases are also available by email, kindly send requests to: [stella.lau@apcsc.com](mailto:stella.lau@apcsc.com)

**About Asia Pacific Customer Service Consortium ([www.apcsc.com](http://www.apcsc.com))**

APCSC is founded with the belief of that “*Excellent Customer Relationship is the only way to Sharpen your Competitive Edge!*” The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across the Asia Pacific Region and to recognize and reward companies, business units, teams and individuals that have contributed to the success of both their customers and the organizations that they serve. APCSC jointly offers the most recognized global certifications for Call Centre, Help Desk and Customer Service Management with global education partners and international membership organizations to set worldwide standards.

**About DHL Global Forwarding (<http://www.dhl.com.hk/publish/hk/en.high.html>)**

DHL is the global market leader of the international express and logistics industry, specializing in providing innovative and customized solutions from a single source.

DHL offers expertise in express, air and ocean freight, overland transport, contract logistic solutions as well as international mail services, combined with worldwide coverage and an in-depth understanding of local market. DHL's international network links more than 220 countries and territories worldwide. 285,000 employees are dedicated to providing fast and reliable services that exceed customers' expectations.

DHL is a Deutsche Post World Net brand. The group generated revenues of EUR56 billion in 2005.