



Asia Pacific
Customer
Service
Consortium

Asia Pacific Customer Service Consortium
9/F Surson Commercial Building
140-142 Austin Road, Tsim Sha Tsui
Kowloon, Hong Kong

Tel: (852) 2174 1428
Fax: (852) 2174 1438
Email: info@apcsc.com
Website: <http://www.apcsc.com>

FOR IMMEDIATE RELEASE

EXEL IN HONG KONG RECEIVES PEOPLE SITE CERTIFICATION AWARD FROM APCSC

"The People Site Certification is a strong endorsement of our uncompromising efforts to provide world class services."

SINGAPORE, April 2005 – Exel, the global leader in supply chain management has recently received a People Site Certification award from APCSC (Asia Pacific's Customer Service Consortium), in recognition of Exel Hong Kong's ongoing commitment in providing world-class service and elevating customer service quality in the region.

Exel Hong Kong's Customer Services Department received The People's Site Certification award, which is presented to organizations that have over ninety percent of their Customer Service and Call Centre staff certified under APCSC's Global Certification programme. This includes 'Certified Call Centre' Managers (CCCM), 'Certified Call Centre' Supervisors (CCCS) and 'Certified Call Centre' Analyst and Auditor (CCCA).

Mr Jason Chu, Chairman of APCSC commented, "APCSC is very pleased and excited to present the People Site Certification to Exel. Exel has taken extraordinary steps to achieve one hundred percent customer service team certification. The impact of the Global Certification programme in elevating customer service quality is well observed. Exel has made a tremendous commitment as a market leader in providing world class services to their customers. The People Site Certification has now proven that."

Mr Victor Mok, Managing Director, East Asia, Exel commented, "The People Site Certification is a strong endorsement of our uncompromising efforts to provide world class services to our customers. I am very proud of the achievements by our team. The efforts and professionalism displayed certainly helps Exel stand out in our industry and I am grateful for this recognition by the APCSC."

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 programme.

In addition to the People Site Certification, APCSC has also introduced the CSQS – a 360 degree Customer Service Quality Standard. 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 customer relationship.

For more information, please contact:

Lisa Lee
Exel, Asia Pacific
Tel: (65) 6318 6238
lisa-s-h.lee@exel.com

Claire Whittleston/Doris Yang
Priority Consultants
Tel: (65) 6338 1006
claire@priorityconsultants.com
doris.yang@priorityconsultants.com

Stella Lau
APCSC
Tel: (852) 2174 1428
stella.lau@apcsc.com



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About Asia Pacific Customer Service Consortium

Asia Pacific Customer Service Consortium (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 recognise 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. For further information about the Global Certification Programme, People Site Certification or the CSQS, please visit www.apcsc.com

About Exel

Exel is the world leader in supply chain management, providing customer-focused solutions to a wide range of industries including retail, consumer, technology, automotive, healthcare, chemical and industrial.

Exel’s innovative supply chain solutions, skilled people and regional coverage, brings together all aspects of freight management and contract logistics in addition to a wide range of integrated, value-added and specialist services. These include supply chain design, consulting, warehousing, distribution, after-sales services and IT support, ensuring that we deliver our customers’ products when and where they need them.

Exel is a UK listed, FTSE 100 company, with a turnover of £6.3 billion, and employs over 111,000 people in 2,000 locations in over 135 countries worldwide. Exel’s customers include over 75% of the world’s largest, quoted non-financial companies.

For further information visit www.exel.com

(If you wish to receive e-mail alerts when new financial results, news or other announcements are released by Exel, please visit www.exel.com and select ‘registrations’).



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即時發放

英運(香港)有限公司榮獲亞太顧客服務協會頒發的 「優質客服專員中心證書」

"The People Site Certification is a strong endorsement of our uncompromising efforts to provide world class services."

新加坡, 2005年4月 - 英運(香港)有限公司 - 引領全球物流業的國際機構 - 榮獲亞太顧客服務協會頒發的優質客服專員中心證書, 以表揚英運(香港)有限公司不斷致力提供世界級的顧客服務和對提升亞太區內顧客服務質素的貢獻。

英運(香港)有限公司獲頒發的優質客服專員中心證書, 要求機構必須有九成以上的顧客服務和熱線中心的職員達到亞太顧客服務協會全球性認可培訓證書課程的認證標準, 其中包括客服中心資深經理人員證書 (CCCM), 客服中心中層經理證書 (CCCS), 客服中心分析及審查員證書 (CCCA)。

亞太顧客服務協會主席 — 朱剛岑先生表示: 「亞太顧客服務協會十分高興將優質客服專員中心證書頒發給英運(香港)有限公司。英運(香港)有限公司努力使客戶專線中心百分之一百的職員獲得客服專員認證, 全球性認可培訓證書課程對提升顧客服務質素的成效有目共睹。獲得優質客服專員中心證書正展現英運(香港)有限公司盡心盡力為他們的顧客提供世界級服務。」

英運(香港)有限公司東亞區董事總經理莫志明先生表示: 「獲得優質客服專員中心證書對我們無條件地為客戶提供世界級服務的態度無疑是很大的鑒証。我為我們的團隊感到驕傲。他們的努力和專業態度使英運(香港)有限公司傑出於本行業內, 亞太顧客服務協會對此的認同使我感到欣慰。」

優質客服專員中心證書是免費頒發, 有效期為一年。只要機構內的顧客服務和熱線中心有九成以上客服中心職員能達到亞太顧客服務協會全球性認可培訓證書課程的認證標準均可獲免費頒發。

除了優質客服專員中心證書, 亞太顧客服務協會亦推出了一個全面性的**優質顧客服務標準** (CSQS)。亞太顧客服務協會誠意邀請各領導機構參與, 推動優質顧客服務標準的成功。若需要更多優質顧客服務標準的資料, 請登入<http://www.apcsc.com>

優質顧客服務標準是由亞太顧客服務協會, 和香港大學一班研究員的合作而制定, 目的是評定整體服務質素, 最佳守則和顧客服務的表現。這是致力於優質顧客關係的客戶中心和顧客服務機構所獲得的最高榮譽。

查詢或訪問, 請聯絡:

Lisa Lee
Exel, Asia Pacific
Tel: (65) 6318 6238
lisa-s-h.lee@exel.com

Claire Whittleston/Doris Yang
Priority Consultants
Tel: (65) 6338 1006
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doris.yang@priorityconsultants.com

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亞太顧客服務協會

亞太顧客服務協會(APCSC) 成立的信念在於『優質的客戶關係是增強競爭力的唯一方法!』協會的目標是在亞太區推廣優質顧客關係及服務質量, 致力表彰各機構和客服人才對客戶服務與企業所作出的雙贏貢獻。

亞太顧客服務協會提供全球性認可的培訓證書課程, 範圍包括客戶服務、技術支援和客戶關係管理等, 所有證書課程均根據國際客戶服務標準。如興趣認識亞太顧客服務協會, 請到 www.apcsc.com 網頁瀏覽。



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英運有限公司

英運有限公司是一世界性物流企業，為各類行業的顧客提供度身訂造的解決方案，包括零售、客務、技術、汽車、保健、化學製品和工業。

英運有限公司革新的物流策略、專業的人材、地域的廣佈為貨運管理和承包物流帶來完整的、增值的、專門的服務。這包括供應鏈設計、顧問服務、存貨、銷售、售後服務和 IT 支援，以確保無論何時、何地貨品都能送到客戶手上。

英運有限公司於英國上市，是 100 間 FTSE 其中之一，交易額達 63 億英磅，員工人數超 111,000，遍佈 2,000 地區超過 135 個國家。英運有限公司的顧客來自全球 75% 非金融性國際企業。

詳情請瀏覽 www.exel.com

(假如您希望電郵收到英運有限公司的最新業績報告、新聞或其他公佈，請瀏覽 www.exel.com、選擇「registration」)