



## COMPANY

With over one billion deliveries per year, Postcon is Germany's second-largest mail carrier of business mail. The company owns 10 mail sorting centers. In addition to 1200 own mailmen in Rhineland and Ruhr area, almost 900 deliverers of the wholly-owned subsidiary PIN Mail AG in Berlin and about 120 delivery partners of the Mail Alliance network operate for Postcon. The international mail delivery is handled by the sister company Spring Global Delivery Solutions. To meet the highest quality standards for its customers, Postcon has been cooperating with Spectos GmbH in the area of quality monitoring and quality management for many years.

## CHALLENGE

The systems in Postcon's network generate large amounts of data on a daily basis, including dispatch volumes, redresses, orders, data of test deliveries and monitoring systems. The challenge was the targeted and effective use of this data: What happens in what area of responsibility? What are the causes of disturbances and delays within the network? What quality is achieved end-to-end? The original table-based reporting generated a considerable effort in quality management and was difficult for the users to access and interpret.

## postcon

Die Post für Profis.

### Postcon Germany

#### At a Glance

-  **Industry**  
Postal & Logistics
-  **Headquarters**  
Ratingen
-  **Website**  
[www.postcon.de](http://www.postcon.de)

#### Highlights

- ✓ Second largest mail service provider for business mail in Germany
- ✓ 10 mail sorting centres, around 1.200 own mailmen and around 120 delivery partners
- ✓ Nearly 900 additional delivery staff via fully-owned subsidiary PIN Mail AG

## SOLUTION

To gain more transparency about the quality of the network, solutions for data acquisition, processing and data analysis have been and are being developed in cooperation with Spectos on an ongoing basis. The goal is to present for the various user roles relevant figures in a user-friendly and easy-to-understand manner in tailored cockpits of the Spectos Real-Time Performance Management Suite™.

In a joint effort, layouts were developed to provide Postcon with the necessary tools for efficient quality management. The flexible and agile approach of Spectos is highly appreciated by Postcon. It allows to specifically respond to the needs of Postcon and to jointly implement the goals in agile methodology, to present the results of the transit time measurements to the organization in a user-friendly manner.

Thus, in addition to developing different views and cockpits for different user roles and product areas, easy-to-understand color visualizations have been introduced: green for positive and red for negative. At a glance, those responsible receive relevant key figures and trends on the parameters J+1 to J+6, the time course of the last 12 weeks, and any deviations that have occurred. For further development, it is planned to incorporate additional company figures like complaints, redresses and downtimes into the reporting.

In addition to measurements with RFID along the entire process chain, Postcon uses as a complementary technology the live tracking solutions by Spectos. These enable in-depth checks and enhance the transparency between waypoints and for the entire route end-to-end. Without additional infrastructure requirements, live trackers enable fast-tracking solutions for in-depth checks into the causes of problems and irregularities. When does a letter arrive at the hub, when does it leave? What route is covered between the sorting center and hub? Using live trackers, the reasons for delays and downtimes can be easily and quickly identified.



 **CONTINUOUS DATA COLLECTION, EVALUATION AND ANALYSIS WITH SPECTOS RTPM SUITE**

 **RELEVANT KEY FIGURES FOR INDIVIDUAL USER ROLES IN TAILOR-MADE COCKPITS**

 **USER-FRIENDLY AND EASY-TO-UNDERSTAND REPORTS AND ANALYSES**

 **KEY FIGURES FOR J+1 TO J+6 AT A GLANCE**

 **LIVE TRACKING TECHNOLOGY FOR IN-DEPTH CHECKS AND SUPPLY CHAIN TRANSPARENCY**



## RESULT

For many years, Spectos has served Postcon with solutions for quality monitoring and quality management. The customized online reports provide Postcon with detailed insights into transit times and delivery quality. The easily understandable presentation and visualization of key figures in tailor-made reports enables quality managers to quickly identify deviations and irregularities in the network and take the appropriate measures. Furthermore, the prepared data provides targeted insights into specific issues related to process operations and delays. In that way, structures and processes in the logistic network can be better understood.

” *Transparency of our data that is specifically used for quality management is our top priority. With Spectos, we have had a partner for many years, with whom we can flexibly and in an agile approach advance the further development of our quality management by being able to retrieve the right performance indicators at a glance for the continuous improvement of our processes and customer satisfaction.*

**Markus Zubke,  
Quality Management,  
Postcon Deutschland**

