

time:matters Spare Parts Logistics achieves ISO 9001:2015 certification

Neu-Isenburg, 14 April 2016: time:matters, the expert for global Special Speed Logistics, has underpinned its commitment to high quality standards by achieving ISO 9001:2015 certification for its subsidiary.

time:matters Spare Parts Logistics operates a reliable in-night network throughout Europe, complemented by tailored transport solutions for individual customer needs. Speed is a major factor, along with superior reliability and personalised customer communication. Unpredictability is an inherent part of international transports. *“Our customers appreciate that we have backup solutions defined in advance which we can proactively trigger when needed. This minimises the impact”*, said Thomas Griese, Head of Operations of time:matters Spare Parts Logistics, adding: *“We would not be able to meet our own standards or those of our customers without a well-functioning quality management system. The continuous improvement of our services through process adjustment and enhancement is the key to our success in this area. Therefore, obtaining ISO 9001 certification for our quality management system was a logical step for us.”*

The consistent alignment of all processes with customer needs plays an important role in ISO 9001. Ultimately, all processes are derived from the customer requirement. *“The standard gives us very helpful tools for further embedding and implementing precisely these concepts throughout the company as a whole”*, explained Franz-Joseph Miller, CEO of time:matters.

time:matters Group:

The expert for Special Speed Logistics offers each of its clients customized logistics solutions for particularly urgent or complex special logistics assignments, enabling worldwide delivery within just a few hours. The Special Speed Solutions provided by time:matters worldwide are based on high-speed and reliable transport by air, rail and road, as well as a tight international network consisting of more than 500 exclusive transportation partners. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes: over 3,000 flights per day, to some 500 destinations in 90 countries. time:matters operates its own courier terminal for express and courier shipments at Frankfurt Airport.

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