

## Proof of the highest quality standards: time:matters Americas, Inc. receives ISO certification

- time:matters Americas, Inc. has recently successfully completed ISO 9001:2015 certification, confirming the high quality of its service portfolio
- The accreditation of the international standard increases transparency for customers
- The certification additionally enables the development of new business areas with strict quality standards

Neu-lsenburg, March 24, 2022: A Milestone in the US: time:matters, expert in national and international express transports, is pleased to once again receive recognition for the high quality standards within the company's own product range. In addition to time:matters GmbH, time:matters Netherlands B.V. and time:matters (Shanghai) International Freight Forwarding Ltd. time:matters Americas, Inc. now officially holds ISO 9001:2015 certification. The award of the internationally recognized DIN standard reaffirms the consistently high standard of the time:matters management system. The focus is primarily on the organization of transports and the worldwide monitoring and tracking of time-critical, customer-specific shipments.

This certification is very important for time:matters as resilient reliability and individual customer communication in the field of international express logistics play decisive roles in the company's long-term service excellence and quality strategy.

time:matters Americas, Inc. was founded on July 1<sup>st</sup>, 2020. Since then, the international and multilingual team has primarily supported customers from USA, Canada, and Mexico while managing all steps along the transport chain. The services offered range from the initial consultation and booking to the preparation of the corresponding air waybill and local invoicing. Another important activity in addition to network planning is the selection and support of local network partners which is closely linked to the respective customer requirements.

Customers of time:matters Americas, Inc. include companies based in the US as well as international and global players from the automotive, aviation and aerospace, high-tech and semicon, life and health, medtech, machinery and components, and logistics sectors. Their representatives in the US and other countries gain access to an experienced team of logistics experts, who use individually developed special speed transport solutions to optimize delivery and thereby help to avoid expensive disruptions to customer supply chains.

With its now 100 stations for the domestic transport of time-critical shipments, time:matters Americas, Inc. is offering a nationwide service with connections to all major economic centers in the US.

Lars Krosch, COO of time:matters, stated: "With the ISO 9001:2015 certification, our company in the US provides both national and international customers with the ideal proof of competence and performance. Within the DIN standard, the consistent alignment of all processes with customer needs is a high priority."

Mark Krug, Managing Director Americas, adds: "Due to our well-functioning quality management system, we can meet our customers' requirements at any time. Moreover, adhering to high-quality standards enables us to expand into new industry sectors that take a certified quality management system for granted."

#### **About time:matters:**

time:matters is the expert for time-critical express transports. Urgently needed spare parts, missing production equipment, medical samples, dangerous goods and important documents are transported quickly and reliably from A to B via air, rail and road and if required also personally accompanied via on board courier. This is made possible by a global network with more than 500 courier partners and airlines. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes. Besides speed and reliability, providing an individual, flexible service is paramount. time:matters is available 365 days a year, 24 hours a day, whenever customized logistics concepts are needed – for everything from ad-hoc situations through to regular business. time:matters has achieved ISO 9001:2015 certification as well as ISO 14001:2015 environmental certification. The company compensates CO<sub>2</sub> emissions of all airmates On Board Courier transports as well as the carbon emissions associated with the first and last mile transports of all ic:kurier shipments in Germany. time:matters employs more than 330 people and operates its own terminals for express and courier shipments at Frankfurt and Munich airport. By acquiring CB Customs Broker GmbH in 2018, time:matters incorporated decades of customs clearance and cargo handling expertise. Services covering all standard customs procedures including digital solutions for e-commerce customs clearance. CB Customs Broker is an "Authorized Economic Operator" and has been AEO-C certified since 2013. time:matters GmbH has been AEO certified since April 2019. time:matters (Shanghai) International Freight Forwarding Ltd. was established on June 1, 2019. The company supports customers locally, from booking to issuing air waybills and local invoicing. The launch of time:matters Americas, Inc. took place in July 2020 as part of time:matters' internationalization strategy. The US corporate affiliate, headquartered in Miami, Florida, caters to both national and international customers. In 2021 time:matters launched its new quote and booking channel. Customers can submit transport requests via the time:matters booking website. In just a few clicks and without registration, customers get real-time quotes that can be booked directly.

#### **Further information and picture requests:**

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