

TNT Express - Quality Awards

BU / Country	Quality Awards
Hungary	2000 - TPG Masters - Winner, Key Performance Results 2004 - TPG Masters - Recognised for Excellence, Key Performance Results 2007 - TNT Express Hungary was the winner of the Divisional TNT Masters Business Excellence Award for Small Organisations and finalist at the Corporate Event
TNT Express Division	2001 - EQA Recognised for Excellence 2003 - Finalist in the European Quality Award 2004 - Finalist in the European Quality Award 2007 - Winner of the European Business Award - Customer Focus category
Argentina	2004 - TPG Masters - Commitment to Excellence, Ton Pijnenburg
Egypt	2004 - TPG Masters - Recognised for Excellence, Key Performance Results
Australia	2003 - Winner of the People Award (Riteway Express), Australian Business Excellence Awards
Benelux	2001 - Winner of the K2 B Quality Award (Belgium) 2002 - Winner of the K2 A Quality Award (Belgium) 2004 - Finalist of the Dutch Quality Award (INK) 2005 - Winners of the Dutch Quality Award (INK) 2006 - Winners of the TNT Masters Business Excellence Award in the category of Large Organisations 2007 - Winner of the 'Ondernemersprijs' of 'TLN' in the category of Security - the Dutch Industry Organisation for Transportation and Logistics. This is the annual award for excellence based on the INK model (national quality organisation).
France	2002 - Rhone-Alpes Quality Award South East Region 2004 - TPG Masters - Recognised for Excellence, Key Performance Results
Germany	2003 - Winners of Ludwig Erhard Pries 2003 - EQA Recognised for Excellence 2004 - TPG Masters - Winner, "TNT 1" 2004 - TPG Masters - Winner, Customer Results 2004 - TPG Masters - Finalist, Key Performance Results (Admin) 2004 - TPG Masters - Recognised for Excellence, Key Performance Results (Akademie) 2004 - TPG Masters - Recognised for Excellence, Ton Pijnenburg 2004 - TPG Masters - Recognised for Excellence, Key Performance Results (Dresden) 2005 - Winner of the TNT Masters Business Excellence Award - Results Orientation 2005 - Winner of the TNT Masters Business Excellence Award - 'Exemplary donation results and activities for WFP' 2006 - Winner in the Bavaria Quality Award (Nuernberg) 2006 - Winner of the 'Bayrischer Qualitätspreis' regional award (based on EFQM criteria) 2006 - Finalist in 'Qualitätspreis Berlin - Brandenburg' regional award (based on EFQM criteria) 2006 - Awarded title of 'Most customer focused service provider in Germany' by St.Gallen University, Steria Mummert Consulting AG and the Handelsblatt newspaper 2006 - Finalist in European Excellence Award 2006 - EFQM Prize Winner in Customer Focus 2006 - Winner of European Business Excellence Award 2006 - Germany Administration won the TNT Masters Business Excellence Award for Small Organisations 2007 - Germany Human Resources won the TNT Masters Functional Award
Global Network Operations	2004 - TPG Masters - Recognised for Excellence, Customer Results 2005 - TNT Masters - Recognised for Excellence, Customer Results
IBU Head Office	2005 - Received the Special Achievements prize for Leadership 2006 - UK Business Excellence Award 2006 - Special Achievements Awards for Leadership and Employee Satisfaction
IBU - Europe	2006 - Finalist in European Excellence Award
Austria	2004 - AQA - Austrian Quality Award Finalist 2004 - TPG Masters - Recognised for Excellence, People Results 2005 - AQA - Austrian Quality Award - Winner
Switzerland	2006 - ESPRIX Finalist (Swiss Qualityprice for Business Excellence)
India	2001 - TPG Masters, Winner, Key Performance Results
Portugal	2004 - Winner of the Portuguese EFQM Excellence Gold Award
	2004 - TPG Masters - Recognised for Excellence, Customer Results 2004 - TPG Masters - Finalist, Key Performance Results 2004 - TPG Masters - Winner, People Results

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Spain	2001 - EFQM Gold Seal Award, renewed in 2004 2003 - Winner of Aena's IV Excellence and Better Practices Prize 2003 - Finalist in Aragonese Awards (according to the EFQM Model) 2004 - Finalist IS Quality and Moving the World IBU Awards 2005 - Winner of the Aragonese Excellence Award - large company category
Turkey	2004 - TPG Masters - Winner, Key Performance Results 2005 - Finalist of National Quality Award 2006 - Winner of National Quality Award
Czech Republic	2000 - finalist of the TPG Masters, category Key Performance Results 2005 - Winner of the Czech Quality Award 2005 - Recognized for Excellence EFQM
Estonia	2003 - Winner of the Estonian Quality Award 2003 - TPG Masters - Winner, Key Performance Results 2005 - Finalist in the European Quality Award - Subsidiary SME category 2006 - Finalist in European Excellence Award 2006 - EFQM Prize Winner in Customer Focus
Greece	2006 - Finalist in European Excellence Award Involvement
Latvia	2004 - TPG Masters - Recognised for Excellence, Key Performance Results 2004 - TPG Masters - Commitment to Excellence, Customer Results 2004 - Winners of the National Quality Award in SME category.
Lithuania	2004 - Winner of the National Quality Award in small companies category
Russia	2004 - TPG Masters - Recognised for Excellence, Key Performance Results
Taiwan	2007- Customer Satisfaction Golden Quality Award by Taiwan Economy & Trading Development Association. 2007- Golden Peak Award by the Outstanding Enterprise Manager Associator
Korea	2004 - "Excellent Service" Quality Award 2006 - Winner of the Korea Management Grandprix - People Development Award
Finland	2005 - Winner of the Finnish National Quality Award (EFQM)
Norway	2004 - TPG Masters - Recognised for Excellence, People Results
Sweden	2004 - Diploma in Business Excellence, Swedish Institute for Quality
Indonesia	HR Excellence Award from the University of Indonesia and SWA Magazine
Thailand	2004 - Winner of Business Excellence Award 2004 - NTCC Netherlands Thailand Chamber of Commerce Award for Major companies for Business Excellence
Vietnam	2000 - "Best Practice in Quality & Innovation" 2001 - Certificate of Merit for Excellent Business results 2002 - Certificate of Merit for Excellent Business results 2002 - TPG Masters, Winner, Key Performance Results 2002 - "Golden Dragon" for the best business performance 2003 - Certificate of Merit for Excellent Business achievements 1999 - 2002 2003 - "Service Excellence Award" 2003 - Best Next Day Service Improvement 2004 - Certificate of Merit for Excellent Business achievements 1999 - 2003 2004 - "Golden Dragon" prize for the best business performance 2004 - Service Quality Performance - OPS VN 2005 - Prime Ministers Certificate of Merit for excellent business achievements (1999 - 2003) 2005 - "Golden Dragon" Award for the best business performance 2006 - Winners of the Divisional TNT Masters Ton Pijnenberg Sustainability Award
ICS	2002 - Winner of Midlands Excellence Award 2002 - Finalist UK Business Excellence Award 2002 - European Quality Award - Recognised for Excellence 2003 - Winner of UK Business Excellence Award 2003 - EQA Prize Winner - People Development and Involvement 2004 - EQA Prize Winner - People Development and Involvement 2005 - Winner of the European Quality Award in the Operational Units category 2007 - Winner of 'SAP' Quality Award for Global Implementation and Rollout
Italy	2004 - TPG Masters - Recognised for Excellence, Ton Pijnenburg
UK	1994 - Winner of UK Quality Award 1995 - Prize Winner of the European Quality Award 1996 - Prize Winner of the European Quality Award

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	1997 - Prize Winner of the European Quality Award 1998 - Winner of European Quality Award 2002 - TPG Masters, Winner, Key Performance Results 2004 - TPG Masters - Recognised for Excellence, People Results 2004 - TPG Masters - Recognised for Excellence, Ton Pijnenburg 2004 - TPG Masters - Commitment to Excellence, Key Performance Results (International) 2005 - Winner of the TNT Masters Ton Pijnenburg Sustainability Award 2006 - TNT Express Services - Winner of: ' Top People Development Award'. 2007 - IFW Business Improvement Award Recognition for Excellence - 4* Achievement 2007 - TNT Express UK Special Services was the winner of TNT Masters Business Excellence Award for Large Organisations
<p>AMEA</p> <p>Argentina</p>	2004 - TPG Masters - Commitment to Excellence, Ton Pijnenburg
<p>Brazil</p> <p>(Mercurio)</p>	1997 - Winner of the The Best of the Transport Award - by Transporte Moderno Magazine 1998 - 2nd on the The Best of the Transport Award - by Transporte Moderno Magazine 1999 - Winner of the The Best of the Transport Award - by Transporte Moderno Magazine 2000 - 3rd on the The Best of the Transport Award - by Transporte Moderno Magazine 2001 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica 2001 - Winner of the The Best of the Transport Award - by Transporte Moderno Magazine 2003 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica 2003 - One of the 20 Companies of the Decade - FGV 2003 - Winner of the Visual Communication and Fleet livery Award - by Transporte Moderno Magazine 2004 - O Boticário Gold Award Supplier (O Boticário is one customer - beauty segment) 2004 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica 2006 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica
<p>South Africa</p>	2003 - SAA Cargo - Africa Courier Award 2004 - SAA Cargo - Domestic Courier Award 2005 - SAA Cargo - International Courier of the Year 2007 - Swissair - Consistency Award
<p>Egypt</p>	2001 - Investor In People Champion re-accreditation 2004 - TPG Masters - Recognised for Excellence, Key Performance Results 2007 - Investor In People Champion re-accreditation 2007 - Excellence Award Certificate- IDOLS Programme TNT
<p>USA</p>	2001 - TNT International Business Unit - Most Improved Operational Performance - Overall winner 2002 - TNT Express Americas- Best People Results - Bronze 2002 - TNT Express Americas- Best Profit Improvement Versus Budget 2002 - National Centre for Investment in People - Investment in People 2003 - Service Excellence Award - Q1 Versus Q2 2003 - TNT Express Americas- League of Excellence - Q2 Winner 2004 - TNT Express Americas- Most Improved Operations 2004 - International Budget Unit - 1 st Quality Award Finalist 2004 - International Budget Unit - Moving the World Finalist 2004 - International Budget Unit- CIT Regional Winner 2004 - International Budget Unit- Special Achievement Award Finalist 2005 - International Budget Unit- CIT-ICS Award Finalist 2005 - International Budget Unit- Profit Performance Award Finalist 2005 - International Budget Unit- CIT Regional Winner 2006 - International Budget Unit- CIT-ICS Award Finalist 2006 - TNT Express Americas- Trivia Challenge Champion 2006 - International Budget Unit- CIT-ICS Award Overall Winner
<p>UAE</p>	2006 - INSIGHTS Magazine - Nomination for "Middle East Call Center of the Year" 2007 - INSIGHTS Magazine - Nomination for "Middle East Call Center of the Year" 2007 - INSIGHTS Magazine - "Most Engaged Team" Award Winner 2007 - Commendation Certificate for CSR – Middle East Business Achievement Award 2007 - Middle East Business Awards - Corporate Social Responsibility Award