

# Press Release



November 22, 2023  
transcosmos inc.

## transcosmos Korea receives COPC Certification for 5 years in a row

### Recognized for its superior ability in continuously enhancing customer service and operational quality

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) is proud to announce that transcosmos Korea, Inc. (Headquarter: Seoul, Republic of Korea; President and COO: Hiroyuki Tani; transcosmos Korea), its subsidiary and a business process outsourcing provider in the Republic of Korea (South Korea), has received COPC certification, a certification by COPC Inc. in the U.S. based on an internationally used comprehensive performance management system for contact center operations.



Right: Rachel Choi, COPC President of Greater Chinese and East Asia Operations  
Left: Younhee Kim, Division Director, transcosmos Korea

The COPC Standard was developed by contact center industry leaders in the U.S. in 1996 as a comprehensive performance management system to improve customer satisfaction and operational efficiency. The COPC Standard family has become a globally recognized performance management framework, and is currently used at contact centers in more than 70 countries worldwide.

Highly recognized for its ability in offering excellent customer experience by constantly enhancing its operational quality in customer service operations, transcosmos Korea satisfied strict criteria set under the COPC CX Standards, international standards for managing and enhancing customer experience (CX), and has been certified by COPC Inc. for five straight years since 2017.

COPC Inc. also runs COPC CSP Implementation Leader, a training program based on the COPC CX Standards aimed at developing people who can optimize costs, grow sales and enhance service quality and customer satisfaction (CS) – talent that many global companies want. transcosmos Korea has 60 employees who have achieved COPC CSP Implementation Leader certificate, the highest count in the BPO industry in South Korea. The record verifies that the company's efforts in fostering experts in contact center quality management have borne fruit, creating talent who can help global companies

achieve their goals such as cost optimization, sales growth, higher service quality and greater CS.

transcosmos Korea will continue to invest in people development and quality enhancement, offer customer services and customer experience that meet global standards, and ultimately help clients enhance CS, optimize costs and expand sales.



\*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

\*Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

#### **About transcosmos inc.**

transcosmos launched its operations in 1966. Since then, we have combined superior “people” with up-to-date “technology” to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients’ business processes focusing on both sales expansion and cost optimization through our 164 bases across 27 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients’ excellent products and services to consumers in 46 countries/regions around the globe. transcosmos aims to be the “Global Digital Transformation Partner” of our clients, supporting the clients’ transformation by leveraging digital technology, responding to the ever-changing business environment. Visit us here <https://www.trans-cosmos.co.jp/english/>

#### **Contact for Media Inquiries**

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