



**Ninja Xpress now holds two ISO Certifications, a demonstration of the company's commitment towards globally recognised standards of service quality and operational excellence**

**JAKARTA, INDONESIA, 17 MAY 2023** – [Ninja Xpress](#), a leading technology-based delivery service company in Indonesia, continues to strive to improve service quality by implementing international standard quality management. For these efforts, Ninja Xpress has achieved two important certifications, namely International Organization for Standardization (ISO) 9001: 2015 certification in the field of warehousing quality management services and ISO 45001: 2018 related to the implementation of Occupational Health and Safety (K3) procedures.

The quality management principles in ISO 9001: 2015 consist of seven focus areas, including customer focus, leadership, engagement of people, process approach, improvement, evidence based decision making, relationship management. Meanwhile, ISO 45001:2018 is not limited to ensuring the safety and health of workers, but has the aim of increasing work productivity and comfort at work.

With Ninja Xpress services that have spread from Aceh to Papua, it is important to maintain and improve the quality of on-time delivery services, while still paying attention to the safety of human resources. For this reason, an ISO certificate is needed to ensure that the services provided by Ninja Xpress meet applicable standards and are recognized in Indonesia and internationally.

Both certifications show that Ninja Xpress has an international standard quality management system and implements an Occupational Health Safety management system. They are a testament to Ninja Xpress's ability to provide the best quality service to maintain customer satisfaction. Ninja Xpress will continue to improve in terms of employee knowledge so that they can follow and understand the various Standard Operating Procedures (SOPs) and work standards that have been made. In addition, Ninja Xpress will also improve infrastructure related to Operational Health and Safety (OHS) and ensure that the quality management system and OHS implementation go hand in hand.

**Rista Damonty, SVP of Business Process Excellence & Standardization of Ninja Xpress explained**, "Our growing business requires the same standardization to ensure Ninja Xpress's quality and service throughout Indonesia is maintained. In addition, we also want to create a healthy work environment and minimize the risks arising from health and safety management. In the future, we hope it will be easier to maintain service quality and ensure the safety of human resources to ensure productivity and customer satisfaction."



The ISO 9001:2015 and ISO 45001:2018 certificates were obtained by Ninja Xpress simultaneously in March 2023. To obtain both ISO certifications, Ninja Xpress has carried out a series of audit activities and Ninja Xpress' management system is considered to be in accordance with the scope of certification. In addition, to continue to ensure that management is in accordance with standards, Ninja Xpress also routinely conducts internal audits.

Andi Djoewarsa, Chief Marketing Officer (CMO) of Ninja Xpress said, "With a commitment to be ready to deliver to the destination, Ninja Xpress not only prioritizes customer satisfaction, but also prioritizes the protection of our employees' safety and health. With the achievement of two ISO certifications, we also hope that Ninja Xpress can continue to expand its business in various sectors."