

## **Cooperation Agreement on service quality certification across the Ports of Genoa**

23 May 2018



**The Cooperation Agreement signed during the Spediporto Annual General Assembly between the Port Authority, Liguria Region, City of Genoa and Delegates of the Stakeholders of the Western Ligurian Sea Port Authority.**

The Cooperation Agreement establishes the premises for the introduction of a quality standard certification system, based upon stringent performance benchmarks, across the full range of services offered to port users in Genoa, Prà, Savona and Vado Ligure, involving all the stakeholders of the ports. As confirmed by the strong growth in traffic volumes registered by the Ports of Genoa in the past years, the terminals have all boosted their operational capacity, bolstered by public and private-sector investments in both infrastructure and IT innovation. The agreement forged in Genoa represents a first step towards the integration of a quality service standard certification, involving all the major players of the transport and supply chain operating in the ports, to enhance the Ports of Genoa competitive edge in the global market and strengthen their position as a modern logistics platform serving Italy, the Mediterranean and Europe overall.

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