

APPU NEWSLETTER

October 2015

Message from the Director



In September I attended the launch of the APP ePacket in Seoul. As I said at the event such developments are essential if posts in our region are to play a leading role in the booming eCommerce market, which is essential in the face of the decline in letters.

Lin Hongliang

HEADLINE NEWS

APPU - Director Lin to attend UPU CA 4-12 November

UPU – IPS.post Workshop at APPC 16-20 November

Malaysia – ASEAN Postal Business Meeting 19-21 November

Thailand – Postal Reform Conference 20 October

Philippines – World Mail & Express 19-21 October

APPC – EMS Workshop at APPC 16-20 November

APPU Round Tables



Held immediately after the Regional Strategy Conference the APPU Round Tables meeting was attended by 73 delegates from 24 APPU member countries. The major outcomes of the Round Tables were:

1. **APPU Reform** – The meeting accepted the workplan with Malaysia in charge of the WG on the review of functions and roles of APPU
2. **UPU Reform** – Members indicated a need for reform of the UPU to streamline decision making processes, a view shared by the UPU Director General
3. **UPU Integrated Product Plan** – Members called for a World Round Table on the work of the Postal Strategy and Integration Group and impacts on Terminal Dues reform.

The APPU Bureau wishes to thank all delegates for ensuring a lively debate at the Round Tables. There were many divergent views, reflecting the current speed of change in the postal sector.

UPU Regional Strategy Conference

The UPU regional strategy conference was held from 24th to 25th August in Bangkok. The 93 delegates from 27 member countries listened to key note presentations from the DG and Assistant DG of the UPU. After several presentations and a lot of healthy debate among countries the conference culminated in the Bangkok declaration. Key among the declaration was the statement:

"The vision presented in the draft strategy, based on the fundamental pillars of innovation, integration and inclusion, responds to the needs and expectations of the region as regards the future of the postal sector"

Attendees agreed to focus on developing operational efficiencies and eCommerce development and to develop financial services, develop the wider postal sector and diversify into new areas.

Delivering on the Strategy



To follow on from the very successful Postal Business Forum held last November the APPU will this year host **"Delivering on the Strategy"** in November 2015 to continue the dialogue on how we can make posts in the region more effective. Moderated by Derek Osborn it will include speakers from posts, suppliers

and postal sector specialists. A key issue will be what **Innovation – Inclusion – Integration** means in our region. The Forum will feature case studies, a CEO roundtable, latest technology, master classes and action planning exercises.



CAT Market Dish of the Month

We featured sticky rice in the last newsletter but more famous around the world is **Mango Sticky Rice**. Anyone who has been to a Thai restaurant has surely tasted this dish but maybe not with roasted mung beans on top. Take sweet sticky rice, add fresh mango, cover in coconut milk and add the roasted beans for a delicious dining delight.



People In Focus - Mr Liu

Zhonglin Liu is the Regional Coordinator of the UPU for the Asia Pacific Region. He is a great friend of APPU having worked at the college as a Course Director for several years and now as a regular guest speaker on UPU strategy and regional activities. In his spare time Mr Liu is a keen photographer and regular ping pong player.



APPC NEWSLETTER

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Attendee Profile - Joyce

Crowned Ms APPC Joyce lived up to her shortened name as she brought **Joy** to the college. She was game for anything and was the only lady to tackle the bootcamp tunnel. A keen shopper Joyce did her bit for the Thai economy.



UPCOMING COURSES

Universal Service & Practical Regulation - 20 Oct to 2 Nov

Express Mails Service - 9 to 27 Nov

Costing & Pricing Course - 9-27 Nov

Advanced Business Management - 11 to 29 Jan

Postal Retailing & Sales Management - 11 to 29 Jan

International Mail Accounting - 8 to 26 Feb

Postal Business Development - 8 to 26 Feb

PLM and IPS Courses

The Parcels & Logistics Management and International Postal Services courses were held in August. PLM had 12 participants from 10 countries and IPS 14 participants from 10 countries. The highlight of the action packed three-week schedule was the visit by the Director General of the UPU. It was surely an inspiring moment and lasting memory for all participants. Crowned Mr and Mrs APPC were Hillman and Linda from Indonesia and China respectively.



External Training Programmes

As well as running a range of regular courses at the APPC in Bangkok the college also provides in country ETPs. For members that require a lot of staff to be trained in one area it is very cost effective and generally lasts one week. An ETP can

ETP

Expert - Tailored - Practical

be tailored to the needs of your administration by requesting the college to focus on topics that are most relevant.

ETPs in Bangladesh & Bhutan

Course director Amitabh Singh has been a busy man conducting two external training programmes in Bangladesh and Bhutan in the last months. In Thimphu Amitabh trained Bhutan Post staff on Quality Improvement of Postal Services. In Dhaka he trained Bangladesh Post staff on International Mail Operations. Both courses were well received and Amitabh was particularly impressed with the tough questioning he was given during the ETPs.



Strategy Formulation & Execution

APPC welcomed back visiting course director Graeme Lee to lead his second SFE course. With 18 participants from 13 countries there was a particularly impressive cast of participants in attendance. As a group the level of interaction was excellent as they covered a wide variety of activities during their four weeks in Bangkok. Feedback from delegates highlighted the benefits of having a mixed approach of teaching styles to maintain interest. Particular mention was made of costing and pricing exercises, the visit to the Jim Thompson museum and the two-day bootcamp. The photo does not relate to the execution element of the course!



Postal Management Course

At the time of writing the delegates on the PMC course are preparing to fly to Australia as they embark on a tour of Australia Post. Course director Mr Anucha has kept the pace of the course high with site visits, guest speakers and college activities. Photo taken during the Bangkok in 5 hours visit.



Sports News

October brings the start of running season in Bangkok. With a range of distances and race locations to choose from it is a runners' paradise. Even better is that a number start and finish in and around the Government complex where APPC is based.



Attendee Profile - Hanh



Hanh from Vietnam showed remarkable keenness to learn during her stay in APPC. Her enthusiasm continued in sports and outdoor pursuits especially shopping. Hanh showed great team spirit as she helped fellow trainees pass the final exam.