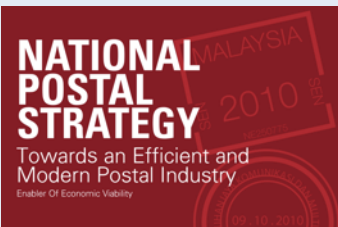


MIP PBD SFE NEWSLETTER

Issue 2015-5

One Page Strategy



THRUST 1	THRUST 2	THRUST 3	THRUST 4	THRUST 5
Universal Postal Service	Quality of Service	Improve Productivity	Industry Growth	International Development
PROGRAMMES				
Develop universal postal services	Improve quality of service standards and processes	Maximise use of technology	Provide for productivity and innovation	Place leadership role in SPO and APPO
Develop a robust legal regime	Enhance customer satisfaction	Promote network sharing	Enable growth via development of new products & services	Leadership on key trade agreements
Establish a funding model for universal service	Maximise use of technology	Reduce human capital development and capacity building	Expand courier services coverage nationwide	Enable Malaysia's standing in international forums
Improve access to postal services	Enhance security and trust	Improve national addressing and postcodes	Develop robust financing regime	Strengthen Malaysia's leadership in international networks
Improve mail delivery in rural areas		Protect the environment	Improve investment in e-commerce	
		Protect health and safety culture	Provide development of national priority	

Australia Post Losses

Australia Post has announced losses of US \$155 million due to the continued decline in letter volumes. Letter volumes have fallen by more than 10% in some segments allowing the growing parcel business now generates more revenue than letters.

Such results demonstrate the need for postal reform at both Government policy level and corporate level. At Government level it means reviewing universal service obligations to reduce the burden of universal service on the national operator. At corporate level it shows the need for diversification into other businesses that can replace the traditional reliance on letters. Australia will not be alone in facing such issues in the coming years.

The latest SFE course finished with an exercise to produce a one page strategy based on examples from Malaysia and Japan. The results were really impressive as participants quickly identified the most pressing issues faced by their post or by the postal sector as a whole. I recommend you to do such an exercise in your country as a way of developing a quick assessment of the most important issues that require action.

Revenue Protection

An online article in postandparcel.info highlights the importance of revenue protection to postal operators. Research by UK software firm, Pinesoft, estimates that underpaid postage costs the 27 surveyed European postal operators more than a combined \$1 billion in lost revenues.

The issue highlights the importance of having good revenue protection systems in place to challenge the issues of unpaid, underpaid and fraudulent activities. Key to tackling revenue protection is good training of staff to ensure measurement of volumes and good accounting systems to ensure appropriate payment is made. The issue of revenue protection will be covered in the Costing & Pricing Course.

www.postandparcel.info

COURSE NEWS

September resulted in 18 new members joining the MIP-PBD-SFE club as SFE 2015 was conducted. Welcome one and all to our bi-monthly newsletter.

A feature new to the trio of courses was the participation of the SFE course in a military style bootcamp. With a range of exercises and fun activities it was a great two days away from the college.

Exciting news for the next PBD course is the debut of Mark Lawley as a guest lecturer. Mark has a wealth of experience in the postal sector and will focus on sales account management in his one week stint in PBD.

Find the newsletter on our website:
www.appu-bureau.org/appc/newsletter

Useful websites

www.appu-bureau.org

www.postaltechnologyinternational.com

http://www.skmm.gov.my/skmmgovmy/files/attachments/NPS-29092010_30Sept2010.pdf

Articles for Newsletter

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Favourite tagline

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