

APPU NEWSLETTER

December 2015

Message from the Director



As I come to the half way point in my first term of office the postal world seems to be evolving even quicker than in 2014. In 2016 the APPU must focus on what it can do to remain relevant and involve the interests of all participants in the postal sector.

Lin Hongliang

HEADLINE NEWS

APPU - Director Lin to attend UPU POC February 2016

UPU – Disaster Risk Management Workshop 19-20 Jan

India – APPU Meeting 20-22 January 2016

Malaysia – APPU EC Meeting in Langkawi May 2016

Singapore – DHL launches new innovation centre

APPC – New Course Schedule for 2016

4th APPU Postal Business Forum

In late November more than 75 delegates attended the 4th APPU Postal Business Forum. Titled “Delivering on the Strategy” the forum brought together posts from the region, leading suppliers to the postal sector and other key stakeholders. The first day featured keynote presentations from leading countries, such as Japan, Korea, Singapore, China and India. The second day featured innovations from postal suppliers and knowledge transfer workshops on revenue protection and logistics and the final morning focused on sustainable solutions. Feedback from the forum was excellent and there was demand it should be a regular event. It was immediately announced the 5th APPU Postal Business Forum would be on the 28-30 November 2016.



IPS.post & Disaster Risk Management



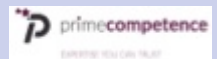
In November APPU hosted a regional training workshop by the UPU on Migrating to IPS.post. Kamishiro Kazuo of UPU and Tan Yong Chee of RTCAP gave step-by-step guidance to the 18 participants and clarified doubts about the new software.

In January the APPU will host a UPU led Disaster Risk Management Workshop. Part funded by the Japanese Ministry of Internal Affairs & Communications it has the objective of enhancing the capabilities of members in the event of disasters. During recent years the region has faced significant threats from earthquakes, tsunamis, typhoons and the general impact of climate change.



Postal Business Forum Sponsors

The 4th APPU Postal Business Forum was again well supported. The following sponsors all contributed to making the event a great success. In addition to sponsorship of lunches and breaks there was invaluable support in providing content and information share with other guests.



CAT Market Dish of the Month

Although not a favourite of the editor, Tom Yum soup is one of the most popular Thai dishes around the world. A clear,



spicy and sour soup it is usually made with prawns. But the broth is what makes the dish with its flavours of kaffir lime, lemongrass, galangal, lime juice, fish sauce and of course fiery chillies!

People In Focus - Derek Osborn

Derek Osborn is a leading international management coach and consultant. With more than 30 years experience in the postal sector he has worked all over the world. A strong partner of APPU he is instrumental in ensuring the Postal Business Forums are successful in his role as moderator and he also shares his knowledge on a number of APPC courses.



APPC NEWSLETTER

December 2015

Attendee Profile - Seon

Seon from Korea was a deserved winner of Ms APPC at the EMS and CPC food festival. Her wit, intelligence, positivity and infectious smile were like a strike of lightning as she lit up all she came into contact with at APPC.



UPCOMING COURSES

Advanced Business Management – 11 to 29 Jan
Postal Retailing & Sales Management – 11 to 29 Jan
International Mail Accounting – 15 Feb to 4 Mar
Postal Business Development – 15 Feb to 4 Mar
Human Resource Management – 14 Mar to 8 Apr
Strategy Formulation & Execution – 14 Mar to 8 Apr
Postal Sector Policy Master Class – 25 Apr to 6 May

Postal Management Course

The prestigious PMC course reached its conclusion at the end of October. The seven-week course provides an excellent opportunity for postal managers to learn about all aspects of postal management. Given the scope of learning it might be called a mini **MPA – Master of Postal Administration** – because it gives the participants an excellent understanding of the postal business. The highlight of the 2015 course was a one-week study tour of Australia, where hosts Australia Post provided a range of visits and topics for discussion. Other activities on the course included a military style boot camp and visits to a range of companies in Bangkok



Universal Service & Practical Regulation

Following on from the Postal Sector Policy Master Class the US&PR Master Class went into more depth on universal service and the issues of regulation. Eleven high-ranking participants attended the course from 7 member countries, which allowed in depth discussions on the future of universal service in the postal sector.



Costing & Pricing Course

The launch of the costing and pricing course took place in November 2015. The course was developed based on feedback from MIP and SFE courses in 2014. There was keen demand as it immediately attracted 18 participants from 14 countries.



The course was well received and importantly there was excellent feedback about how it can be made even better for 2016 to get a better balance between the needs of attendees from marketing and accounting backgrounds.

Most Outstanding Participant 2015 SUPHA MARASRI - THAILAND

One of the most important elements of the Postal Management Course is the selection of the Most Outstanding Participant. This year the prestigious award went to Ms Supha Marasri from Thailand. Ploy, as she was better known to her course colleagues was a model student. Full of initiative, hard working and a great friend to her peers she was eager to learn and her tact and judgement made her a true role model to all on PMC. We wish Ploy well in her future career and hope she is able to grace APPC with her presence in the coming years.



Express Mail Services Course

This year's EMS course had a special focus on operational excellence in EMS and also featured a one-week UPU EMS Operations & Performance Improvement Workshop led by two experts from the EMS Unit. Participants were updated on the latest EMS initiatives and the roadmap for EMSEVT3 and Pay for Performance.



Sports News

The discovery of a swimming pool at the nearby TOT Sports Centre has opened up a new line of exercise for visitors to APPC. For 100Bt per session guests can make use of the 25m pool to swim away the energy gained from eating too much delicious Thai food.



Attendee Profile – 25

25 from Samoa gave a stand out performance at the EMS & CPC food festival and was duly elected Mr APPC. Born on the 25th Anniversary of Samoa's independence is the reason for his name and he lived up to his name by being a credit to his country.

