

# APPU NEWSLETTER

February 2016

## Message from the Director



At the time of writing I will be in Bern for the CA/POC meeting. It is an important year for the UPU as we approach the Istanbul Congress. At APPU we must consider how we best coordinate to ensure the future UPU strategy meets the needs of the region.

*Lin Hongliang*

## HEADLINE NEWS

**APPU** – Reform plan to be implemented

**UPU** – 3<sup>rd</sup> Seminar on Conveyance of Postal Articles 23-25 Mar

**Myanmar** – Soe Thein appointed DG of Post, Telecom Dept

**APPU EC** – India's VP Singh chairman at Langkawi EC in May

**Thailand Post** – Samorn Terdtthampiboon new President

**APPC** – Mark Lawley to lead Sales Management Workshop

## APPU Regional Meeting

An APPU meeting held in Kolkata in January attracted 20 member countries. Principally organized to discuss the region's approach at the UPU Congress in Istanbul later in the year it also discussed the important issues of terminal dues, UPU reform, products, strategy and innovation and APPU reform.

No consensus could be reached regarding terminal dues and therefore **there will be no APPU Position** in Istanbul on this matter.

It was agreed that **reform of the UPU** was needed and the concept of a mini-Congress was generally agreed on. The move to a single council was viewed positively provided there was a more equitable mix between ICs and DCs.

The **Products, Strategy & Innovation Group** raised important questions: Would splitting letters into goods and documents complicate matters? When will integrated remuneration be developed and by whom? It was agreed that Australia would represent the views of APPU members at UPU.

Finally it was agreed that **APPU should undertake reform** within the scope of the current budget with the Director of APPU taking the lead in the matter as a matter of urgency.

## Disaster Risk Management Seminar

In January the APPU hosted a UPU led Disaster Risk Management Seminar. With the help of funding from the Japanese Ministry of Internal Affairs & Communications it attracted 55 participants from the region. The objective of the workshop was to enhance the capabilities of members in the event of disasters. It covered issues such as disaster and relief management, emergency aid and the roles of different stakeholders in coordinating responses during natural disasters. The seminar concluded that posts have a key role to play in reacting quickly and positively to disasters in the region.



## Meetings with WCO and ICAO in Bangkok



Key partners to the UPU and a key facilitator to international trade for posts it is important to have good relations with the World Customs and International Civil Aviation organisations at a regional level. With this in mind Mr Lin met with the regional office of both the WCO and ICAO in January to discuss how cooperation could be developed with APPU for the benefit of all members countries.



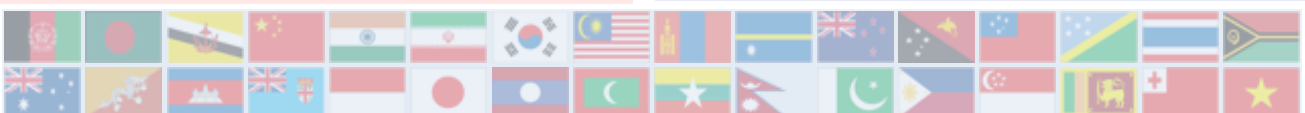
## International Food Festival

The ABM and PRS participants were the first to bring their culinary skills to APPC in 2016. With attendees from 12 countries there was an array of dishes and flavours to taste. After dinner participants were eager (well most were) to show off their talents in the fields of dancing, singing and other forms of entertainment.



## People In Focus - Thakur Sinha

The Deputy Director General for International Relations in India Post is taking up the post of Supply Chain Coordinator at the Universal Postal Union in Bern. Well known for his commitment to the interests of APPU members, his expertise and sharp humour will be missed at future APPU meetings. We wish him every success in his new assignment.



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## Attendee Profile - Sherab



Sherab was a model of Bhutanese calm and serenity. Coming from the Kingdom where Gross National Happiness is the measure of well being she radiated happiness to all her fellow participants and was a well deserved first Ms APPC of 2016.

## UPCOMING COURSES

**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  
**Operations Management** – 9 May to 3 Jun  
**Service Quality Management** – 9 May to 3 Jun  
**International Postal Services** – 1 to 26 Aug  
**Postal Business Development** – 1 to 26 Aug

## Future Leaders Programme

PostExpo is coming to Hong Kong in May and it will be bigger and better than ever before. Due to the UPU Congress being held this year the Hong Kong event will be the one and only PostExpo of the year. A new feature this year will be the Future Leaders Programme, hosted by our own visiting course directors, Graeme Lee and Derek Osborn. The FLP, in association with APPC, will be a fast paced one-day event aimed at young managers seen as the future of their respective posts. Featuring interactive sessions, a postal quiz, interviews with industry leaders, and other interactive sessions it is a not to be missed event. Attendees will be tasked with coursework that will be presented at the APPU Forum in November.



## Postal Retailing & Sales Management

With more than half the world's postal outlets based in our region this is a most important course to disseminate key knowledge about retail development. Focusing on selling skills, online retail and targeted communication techniques the course was attended by nine participants from 8 member countries.



## Advanced Business Management

The three-week ABM course was attended by 11 participants from 8 countries. The course featured topics such as operations management, leadership, communication and marketing. It also included a one-week workshop on Strategic

Cost Management that aimed to educate participants in this key area of business. With an emphasis on bringing quality management techniques into the postal world it was a well-received course.



## Hong Kong ETP – Postal Development

In January visiting course director Graeme Lee was invited to undertake a training programme in Hong Kong. The subject of the training was Postal Development and was focused at a group of young managers from various parts of Hong Kong Post. The training covered issues including postal sector policy, universal service and postal strategy and raised the question of "what is the future of posts". An in-course

exercise invited the trainees to develop a one-page strategy outlining their vision of the future of Hong Kong Post. Given the caliber and range of strategies presented the future of Hong Kong Post is in good hands with these young managers.



## Sports News

Having discovered the TOT swimming pool last month we have



also discovered it has yoga classes several times per week. Yoga is a physical, spiritual and mental exercise that aims to bring harmony to the entire body and soul.

## Attendee Profile – Athar

Mild mannered and very knowledgeable Athar, from Pakistan Post, added value to classes with thought provoking videos and ideas. His energetic dancing at the international food festival made him a unanimous choice for the first Mr APPC of 2016.

