

APPU NEWSLETTER

April 2016

Message from the Director



Greetings to the Postal Family! We are already very close to the 2016 APPU EC Meeting. Important discussions in the area of Postal products and services and development will take place. I look forward to a final decision on the suggestions on APPU reforms as well as closure of all open issues pertaining to the region ahead of this year's UPU Congress.

HEADLINE NEWS

APPU-EC Website launched @ www.appu-ec2016.com

UPU – 7th Electronic Postal Payment Services Workshop at Bangkok from 10-12 May 2016

UPU- Terminal Dues Workshop at Bangkok– 4-6 July 2016

Malaysia – APPU EC Meeting in Langkawi Resort

India –S. K. Sinha , Interim Director General of India Post

3rd La Poste-UPU-APPU Seminar on New Postal Supply Chain Requirements

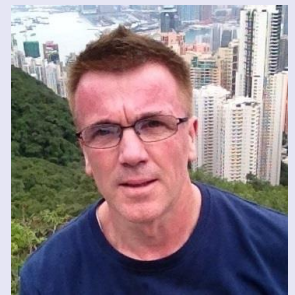
Held from 23-25 March 2016 – the Conference focused on very specialized areas such as Security in the Postal Supply Chain, Routeing design best practices and the latest developments in Electronic Data Interchange. Experts from the Aviation Industry- Etihad , Qantas , China Southern , the UPU and La Poste provided detailed insights on the subjects . Thirty seven delegates from 15 countries shared their ideas and concerns very openly in what was a very beneficial interaction for all present. The inputs on practical implementation were also highly appreciated.



APPU & APPC Newsletter - New Editor

From April 2016 , Amitabh Singh replaced Graeme Lee as the editor of the Newsletter. Graeme Lee had painstakingly edited 10

editions of the Newsletter since April 2014 and had greatly entertained and informed the readers . Our aim is to carry on the good work and try to introduce more new ideas in the news letter , hence forth. The Newsletter has become the mouthpiece of APPU and APPC and so a Big THANKS goes out to Graeme Lee for his efforts.



People in Focus : Smorn Terdthampiboon

With an extensive experience spanning 33 years Ms. Smorn has been appointed as the new President of Thailand Post Co., Ltd. in January 2016. Immediately on assuming her new position she has introduced the “POST

Excellence” concept as a policy for paving the way to be “**the leader of postal and logistics service in ASEAN**”. “**POST Excellence**” involves modernization of P : Products and Services and O : Operations on the one hand and fostering and promoting S: Sustainability and T: Teamwork based on I-sure corporate culture concept , on the other.



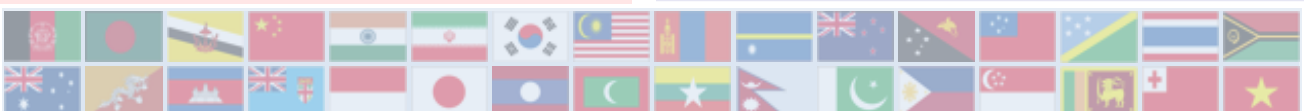
International Food Festival

An outright favourite of the new editor, Chicken Biryani is one of the most popular dishes emanating from India and Pakistan. A mildly spicy chicken and rice dish , the marination of the chicken for 8 hours leaves a truly memorable taste in the mouth. Easy to make, it is keenly anticipated in the Food festival.



Goodbye - KAVERI Banerjee

After holding the charge of Secretary and Director General India Post for 2 years, Ms. Banerjee superannuated in April 2016. Her stint saw a tremendous thrust in Computerisation of 20000 post offices on a single Digital platform. Her personal attention towards building the Brand Image of India Post has already shown promising results for the future. We wish her a happy and equally fulfilling retired life.

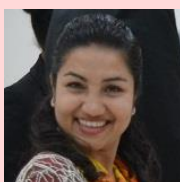


APPC NEWSLETTER

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Attendee Profile - Sunita

Sunita from Nepal was a vibrant participant in the PBD Course. Bubbling with energy she was always full of ideas in the class. She has set her goals high for her career and is likely to innovate and put her learning to full use at work. A superb cook and dancer she was everyone's favourite at APPC.



UPCOMING COURSES

E-Business & Tech. Management - 13 Jun - 1 July 2016
Course for China State Post Bureau- 13-24 June 2016
Course for China Express Assoc.- 04-15 July 2016
International Postal Services - 1-26 Aug 2016
Parcels & Logistics Management - 1-26 Aug 2016
Postal Management - 12 Sep - 28 Oct 2016

Course on Strategy Formulation & Execution

Understanding the forces that influence the postal industry is imperative for formulating and executing a successful strategy for today's digital world. 14 participants from 11 countries attended the SFE course to enhance their knowledge and skills for strategic planning. The course emphasized the importance of creating a unique and valuable strategic position. The participants were exposed to corporate as well as functional strategies of several leading postal administrations and large corporations such as DHL, UPS and FedEx. One week workshop on eCommerce, during the course, added a lot of value to the course as experts from InternationalPost Corporation shared valuable data and information on the dynamics of eCommerce. The SFE course conducted by Athar Mansoor from Pakistan.



Postal Business Development Course

Held in February, this course enriched the participants understanding of market Dynamics, Branding the Post for the role it performs today. The Course included a one week Workshop on Sales Management conducted by Mark Lawley from New Zealand, the Workshop took the class into a variety of subjects - key account management, pricing, discounting, service and quality management, Territory planning. The 17 participants enjoyed the interactive sessions.



Human Resource Management Course

Held for 4 weeks from March 14 to 8th April, fourteen Participants from 10 countries gained insights into applying the best practices of HR especially in the dimension of employee engagement, and change management. The course included a one week Master Class on Strategic HR Management with a thorough outbound activity at the Thai Military Academy. The theme of the Workshop was "Turning Business Goals into HR Priorities". Mr. Gilarsi Setijono, President Director, POS Indonesia observed some sessions and shared his ideas with the trainees.



Extended Training Programmes Malaysia and Brunei Darussalam

APPC conducted two Customised Training Programmes for POS Malaysia in Malaysia on Operations management and on Planning, Modernisation and Automation. Both courses were attended by bright Executives of POS Malaysia who enjoyed the activity oriented atmosphere.



The Course in Brunei was titled **Parcels and Logistics Management**. A special focus was on Customer Relationship Management during this course. The visit by Mr. Haji Awang Mustappa bin Haji Sirat, Minister of Communications, Govt. of Brunei was an extra highlight of the training.

Course on International Mail Accounting February 2016

This year's IMA course had a special focus on Terminal Dues impact assessment for the 2017-21 cycle in addition to the regular curriculum. A Workshop on Terminal Dues was also included in this three week technical course. There were a total of 25 participants.



Sports News & Trivia

With growing number of Basket Ball enthusiasts APPC Sports afternoon included Basketball shooting for more fun in the sun.



Food: Participants at APPC can have Lunch at the TOT Canteen, Laksi Post Office Canteen (4 floor) as well as the regular Thailand Post and CAT Canteen. A **Seven Eleven** outlet and

Bank and Pastry shop are also located at TOT. The Seven Eleven closes at 7 PM

Attendee Profile – Manish Kumar

Hailing from India, Manish was the most enthusiastic and vibrant member of the HRM course both inside and outside the class. Dubbed as "Super Talent Dancer" by his friends, Manish displayed his leadership in all group activities.



For more information on articles or comments please contact admin@appu-bureau.org