APPU NEWSLETTER

October 2016

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Message from the Director



The 26th UPU Congress has been completed successfully. From next year we will have the new Istanbul World Postal Strategy (IWPS) with the key words: Innovation, Integration and Inclusion. Let's work together to implement the IWPS to build a bright and sustainable future for the postal sector.

HEADLINE NEWS

UPU: Istanbul World Postal Strategy & Vision 2020 Adopted

New APPU members in CA and POC

APPU: Outstanding Line up of Speakers in 5th Business Forum

China: China Post gives Technological Achievement Awards

UPU: Workshop on EMS from 21-25 November

Thailand: MICT renamed as Ministry of Digital Economy &

Society, Sept. 2016

Innovation & Protecting the Core

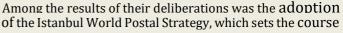
Agricultural e-Commerce: China's Ministry of Agriculture signed an e-commerce cooperation agreement with China Post's ule.com.

The two agreed to implement comprehensive cooperation in services, agricultural e-commerce, tourism and poverty alleviation to accelerate agricultural transformation and promote rural economic development.

According to the agreement, the organizations will transform physical village post offices into information cooperatives, upgrade postal services with an integrated platform and extend agriculture technology. These Info Cooperatives can carry out agriculture e-commerce through ule.com and a mobile internet marketing platform that will include seeds, local products and e-commerce supermarkets for villages.



26th UPU Istanbul Congress



for the UPU's work over the next four years. The strategy-based on integration, innovation and inclusion-strives to improve interoperability of postal network infrastructure, ensure sustainable and modern products, and foster market and sector functioning. **UPU vision:** "The postal sector is seen as an enabler of inclusive development and an essential component of the global economy."

CA Members: Australia, China, Indonesia, Iran, Japan, Korea, Malaysia, Pakistan and Vietnam POC Members: Australia, Bangladesh, China, India, Japan, Korea, New Zealand, Singapore and Thailand appointed as members. (Photo-Girl from Vietnam receives 1st Prize in Letter writing competition.)

Up-coming 5thAPPU Postal Business Forum 28-30 November 2016

"Building a Sustainable Future" is the theme of this year's Business Forum. The first major gathering following the Istanbul Congress, this land mark event will have 3 power packed days. Day 1: Creating the Future within the new Strategic Direction. Day 2: Growing the business and expanding the envelope. Day 3: The long term Bottom



line ie. Sustainable and responsible business models. This promises to be an excellent and unique event for the Asian Pacific Posts.

International Food Festival

Gới cuốn or Vietnamese spring roll is a lovely dish often prepared by the participants from Vietnam. It can consist of



pork , prawn , vegetables and other ingredients wrapped in Vietnam bahn rang (commonly known as **rice** paper), It is one of the dishes which gets finished fastest in the Food fastival

People In Focus - Kamishiro Kazuo

Kazuo is currently Project Director at the Postal Technology

Center of the UPU. This mild mannered Expert started his career as a Post Man in Japan Post for 7 years. Over the last ten odd years he has spearheaded the initiatives for the deployment of IPS software, the Quality Control system, Custom Declaration System and IPS.Post. He is a friendly and familiar face for IT Managers all over the Postal World. He is also collector of Miniature Trains!





APPC NEWSLETTER

October 2016

Attendee Profile - Ravi

Mr. Ravindra Gunaratne from Sri Lanka. He got the Outstanding participant of PMC 2016 with his excellence in both academic and social evaluations. A friendly, helpful, humble and gentle human being who was liked by all. We wish him further success!



Special Courses for Qatar Post

These 3 courses focused on Performance Management in the Operations and Retail areas of Postal business. Course design and content was prepared by Visiting Lecturer, Mark Lawley. The courses were attended by 26 participants from Qatar, split into smaller groups and spread over three weeks. The main themes were "at the heart of good performance is a conversation", "people who produce good results feel good - people who feel good produce good results". There was a strong focus on

understanding individuals' motivation and attitude to work, and how to hold a conversation with them in order to deal with issues and improve performance. Emphasis was also placed on leadership roles.



Postal Management Course

Postal Management Course- PMC is designed for junior and middle level Postal managers. It is the flagship course of the APPC since its inception. Covering 7 weeks, this course focused on a wide variety of topics such as Global postal environment and global postal strategy; Innovation management and innovation



canvas for Posts; Total Quality
Management: Introduction to
Human Resource Management,
Employee engagement ECommerce Operations; Marketing
Management; International Mail
Operations. This year included a
one week benchmark visit to
Hongkong Post also and was a rich

experience for the $\,14\,$ participants from $\,10\,$ countries: Afghanistan, Bhutan, Cambodia, China, Fiji, Japan, Mongolia, Sri Lanka, Thailand and Vietnam .

Lite News

One of the best SPA's in Bangkok called Healthland is



fortunately located quite close to the APPC. In fact, it is so popular that a prior appointment is necessary for customers. The Thai Massage is the favorite of most participants (including the editor's wife!) A must do for all visitors to APPC.

UPCOMING COURSES

Advanced Business Management – 9th to 27th Jan. 2017

Postal Retailing & Sales Mgmt. - 9th to 27th Jan. 2017

International Mail Accounting – 13 Feb. to 3 March

Postal Business Development - 13 Feb. to 3 March

Course for India Post Probationers

The fourth Professional Programme for young officer trainees of India Post was organized in October. The 10 probationers received inputs on Postal retail, e-commerce and International Mail operations through a rich mix of class room interaction and facility visits in



Thailand Post, DHL and Logistics companies. A good career begins.

Universal Service & Practical Regulation

The two-week universal service & practical regulation master class involved the participants in going through scenarios of universal service in order to assess the implications of each



according to different market and geographical conditions. They reviewed costing and financing of Universal service before looking at other issues of regulation. How to license, monitor the market, measure quality and promote

innovation in a practical way were also covered in this course.

Course on Marketing & Innovation in Posts

This 4 week course covered the latest approaches to Marketing of Postal Products. Digital Marketing and the re-birth of Direct marketing were also covered in detail. The 22 participants from

17 countries also benefited from a Workshop on E-commerce held in the second week and a teambuilding Boot camp. Case studies on Innovation in Posts and a rich mix of site visits made the course stimulating.



Attendee Profile - Amit

Amit Giree from Nepal was an outspoken participant in the MIP course. He was always first to lend a hand and he displayed great leadership skills during the Boot camp. He was confident enough to cook and handle the work of MC at the food festival. He was keen to learn and apply the new knowledge in his work place.



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