

APPC NEWSLETTER

April 2017

Attendee Profile - Mingfang

Mingfang from China was a polite, soft spoken participant with excellent knowledge of Postal Regulation. She was always keen to help others understand the intricacies of strategy formulation. She happily contributed to all social activities. Her biggest challenge was to cross the river hanging from a ZIP wire which she bravely overcame!



UPCOMING COURSES

- E-Business and Technology** - 12th to 30th June 2017
- UPU Workshop on Operational Readiness for e-commerce (ORE)** - 19th - 23rd June 2017
- International Postal Services** - 31st July to 25th August 2017
- Parcels & Logistics Mgmt.** - 31st July to 25th August 2017
- IPS & IPS.POST Worksho** - 14th to 18th August 2017

Strategy Formulation & Execution Course

This 4 week Course covered the many facets of Strategy making with a primary focus on critical areas like technology, retail and e-commerce strategy. The basic tools and methodology for strategy making and steps for executing plans and projects were explained to the participants from Cambodia, China, Indonesia, Laos Nepal, and Thailand. Through a variety of sessions, case studies, visits, and group exercises, participants were given thorough insights on how to make sustainable business strategies. A galaxy of guest speakers from the posts and private sector were also invited for the benefit of the participants. An E-commerce strategy workshop was also held in the 2nd week of this course.



Workshop on E-Commerce Strategy

This maiden workshop was focused on building strategy using a strategy model developed by APPC & the UPU E-commerce Guide. It involved developing strategic priorities, identifying challenges and then solutions to the challenges before finalizing strategic recommendations. The model was shared with the 24 participants to use in their own countries. Experts from the e-commerce industry also shared strategies with the participants who were from Cambodia, China, India, Indonesia, Korea, Laos Mongolia, Nepal, Thailand and Vietnam.



Special Course for India Post

A short course for young probationers from India Post was organized during the last week of March. Eleven officers were showcased the latest trends in International E-commerce and retail management in Thailand Post.



Operations Management Course

This course was designed to develop all aspects of mail operations, improvement of efficiency, productivity and quality and implementation in postal managers. The need for an effective operations management system for the Posts due to aggressive competition and shifting customer behavior in the digital age. The course covered wide areas like Operations management tools - forecasting, capacity planning, and inventory management. Participants were exposed to technology applications in operations management-track & trace, counter automation, automatic mail processing as well as Benchmarking visits; Case studies of efficient management of operations from competitors. There were 14 participants from 10 countries: India, Indonesia, Iran, Korea, Maldives, Myanmar, Pakistan, Sri Lanka, Thailand and Vietnam.



Workshop on E-Commerce Operations

This Workshop was attended by 23 participants. It included class room sessions and site visits on:

- Global Postal Environment
- E-Commerce Business Model and services rendered to on-line merchants & consumers
- Role of Posts as e-Market place and shipping facilitation.

Cases studies from many Postal Operators and a visit to Lazada, warehouse and distribution centre.



Lite News

Library Re-vamping: One of the most frequented locations at APPC for Books, Journals, magazines, making International Calls at cheap rates has now been provided brand new furniture, computers, and a self-service coffee machine. The new library will continue to be the office of



Ms. Somjin who is the chief problem solver and go to person at APPC!

Attendee Profile - Mehdi

Mr. Mehdi Maghsoudi Ganjeh from Iran. Mehdi was very participative in the class exercises and outside the class during the benchmark visits. He is really friendly, helpful, humble and a tendency to play small pranks which endeared him to all. He was a good cook introduced many facets of his country to his fellow participants.



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