

REPORT ON THE ACTIVITIES OF THE UNION

Report by the Director of APPU Bureau

Subject	References/Paragraphs
Report on the Activities of the Administrative Section of the Union	§§ 1 to 10
Report on the activities of the Training Section of the Union	§§ 1 to 13
Decision expected	
Take note of the report	§§ 1 to 10, §§ 1 to 13

Administrative Section

1. Director attended the sessions of UPU CA/POC from 16 to 19 February 2016 in Bern, Switzerland and made a report after the conference.
2. The APPU EC Meeting was held in Langkawi, Malaysia from 16 to 21 May 2016.
3. Director had an official visit to Japan on 8 August 2016. The objective was to strengthen cooperation between Japan and APPU.
4. Director attended the UPU Congress on 18 to 23 September 2016 in Istanbul, Turkey.
5. Director signed the message of condolences on the passing of the late His Majesty King Bhumibol Adulyadej of the Kingdom of Thailand on 19 October 2016.
6. The 5th APPU Business Forum 2016 was held in Bangkok, Thailand from 28 to 30 November 2016
7. Director attended the sessions of UPU CA/POC from 12 to 15 December 2016 in Bern, Switzerland and made a report after the conference and made a report after the conference.
8. Director had the official visit to the offices of Ministry of Digital Economy and Society (MDES), Thailand Post, UPU RPC, ICAO, WCO, ITU and APT in Bangkok, Thailand from 4 to 20 January 2017.

9. APPU organized a Special APPU Meeting on 23 March 2017 at APPU. It was attended by 33 officers from 17 member countries.
10. Director attended the sessions of UPU CA/POC held in Bern, Switzerland on behalf of APPU from 3-7 April 2017 and made a report after the conference.
11. Director attended the Workshop on “WCO-UPU Customs-Post for the Asia-Pacific Region” in Sydney, Australia from 30 April to 2 May 2017.
12. Director had an official visit to Singapore from 15-16 June 2017. The objective was to strengthen cooperation among Singapore and APPU.

The following activities are planned throughout 2017

13. The Director will attend UPU/POC in October 2017
14. The 6th APPU business Forum will be held from 27-29 November 2017

Training Section

1. During the year 2016, the Training Section of APPU Bureau conducted 15 courses, attended by 217 participants and 6 External Training Programmes attended by 125 participants.

Regular Courses	Dates	Participants
Advanced Business Management	1 January - 29 January	11
Postal Retailing & Sales Management	1 January - 29 January	9
International Mail Accounting	15 February - 4 March	15
Postal Business Development	15 February - 4 March	19
Human Resource Management	14 March - 8 April	14
Strategy Formulation & Execution	14 March - 8 April	14
Service Quality Management	9 May - 3 June	10
Operations Management	9 May - 3 June	11
E-business and Technology Management	13 June - 1 July	17
International Postal Services	1 August - 26 August	14
Parcels & Logistics Management	1 August - 26 August	16
Marketing & Innovation for Posts	12 September - 7 October	21
Postal Management	12 September - 28 October	14
Express Mails Service	14 November - 2 December	16
Costing & Pricing	14 November - 2 December	16
External Training Programmes	Country	Participants
Postal Development (Jan)	Hong Kong, China	10
Operations Management (Feb)	Malaysia	27
Managing Post as a Business (Mar)	Malaysia	26
Parcel and Logistics Management (Feb – Mar)	Brunei Darussalam	17

Modernisation and Automation for the Posts (Mar)	Malaysia	27
Parcel and Logistics Management	Lao	18

2. The College developed a Postal Regulation Master Class series of two courses. The Postal Sector Policy Master Class was conducted from 25 April to 3 May 2016 for 6 officers. The Universal Service & Practical Regulation Master Class was conducted from 17 to 28 October 2016 for 10 participants.
3. UPU workshop on Disaster Risk Management was held from 19 to 20 January 2016 for 45 participants from 18 countries.
4. APPU-La Poste-UPU 3rd seminar on New Postal Supply Chain Requirements to Secure Business Opportunities was conducted for 26 participants from 20 countries from 23 to 25 March 2016.
5. A special training program on Development of International Expansion was conducted from 15 to 25 June 2016 for 11 officers from China Express Association.
6. A special training program on Development of International Expansion from 4 to 15 July 2016 for 25 postal officers from State Post Bureau, China.
7. A Special Program on “Accrual Accounting Course” for 12 officers from India Post was organized from 8 to 13 August 2016.
8. A UNI-Apro-APPC joint seminar on Post and Logistics was organized from 6 to 7 September 2016 for 23 participants from 12 postal unions.
9. A special program on Postal Service Probationers Course for 11 officers from India Post was organized from 24 to 28 October 2016.
10. Three Special Programs were conducted and attended by 26 officers from Qatar Post on Performance Management in Postal Operations and Retail from 19 to 23 September 2016, 26 to 30 September 2017 and 3 to 7 October 2016 respectively.
11. Severn Special Programs were conducted during five regular training courses, attended by 69 participants.
12. Since 1 January 2017, the Training Section has conducted 6 regular training courses for 129 participants.

Regular Courses	Dates	Participants
Advanced Business Management	9 January - 27 January	8
Postal Retailing & Sales Management	9 January - 27 January	7
International Mail Accounting	13 January - 3 March	10
Postal Business Development	13 January - 3 March	7
Operations Management	13 March - 7 April	14
Strategy Formulation and Execution	13 March - 7 April	9
Human Resources Management	8 May - 2 June	9
Service Quality Management	8 May - 2 June	7

External Training Programmes	Country	Participants
Leadership for Postal Manager	Macau, China	16

- Four special training programs were conducted during four regular training courses, attended by 42 participants.
- A UPU Workshop on Digital Finance services and financial inclusion for the Asia-Pacific region from 30 May to 1 June 2017
- A UPU Workshop on Operational Readiness for E-Commerce (ORE) for the Asia-Pacific region from 19 to 23 June 2017.

13. The Training Section will carry out 7 more regular courses

Regular Courses	Dates
E-Business & Technology Management	12 June - 30 June
International Postal Services	31 July - 25 August
Postal & Logistics Management	31 July - 25 August
Postal Management Course	11 September - 28 October
Marketing & Innovation for Posts	11 September - 6 October
Express Mails Service	13 November - 1 December
Costing and Pricing Course	13 November - 1 December

14. The following activities are planned throughout 2017.

- A UNI-Apro-APPC joint seminar will be conducted from 10 to 14 July 2017
- Innovation Workshop will be conducted from 18 to 22 September 2017
- Strategic Cost Management will be conducted from 25 to 29 September 2017