

APPC NEWSLETTER

July 2017

Attendee Profile – NOMI

Nominee from Mongolia was a pleasant, soft spoken participant with excellent knowledge of customer relations. Having joined Mongolia Post only 4 months before she was always keen to understand the intricacies of postal operations. She happily contributed to all social activities. She participated in all social activities including football.



Service Quality Management Course

This 4 week Course covered the many facets of Quality management in the information age with a primary focus on critical areas like quality monitoring in mails and e-commerce operations. The basic tools and methodology for implementing TQM and for executing quality improvement plans were explained to the participants from China, Cambodia, Thailand, Korea, Mongolia, Myanmar and Vietnam. Through a mix of sessions, case studies, visits, and group exercises, participants were given thorough insights on how to make changes to business processes with an eye to quality improvements. A special module on quality improvement by Jean Claude Jerome of La Poste Group also held in the 2nd week of this course.



Human Resources Management Course

The HRM Course was designed and adapted with the following objectives: to enable participants to apply modern practices for human resource management functions, systems and behaviors for the postal business in the current workplace; to develop leadership, employee engagement for, improvement of efficiency, productivity; and quality of service. Some of the topics covered were-Postal Business Today and HR Challenges, HR Roles and Deliverables, HR Vision and Competencies for HR Professionals in Posts, and Emotional Intelligence. There were 9 participants from China, Laos, Maldives, Sri Lanka, Thailand and Vietnam.



UPCOMING COURSES

Marketing and Innovation for Post 11 September to 6th October 2017

Postal Management Course 11 September to 27 October 2017

Workshop on Innovation 18 to 22 September 2017

Workshop on Strategic Cost Management-25 to 29 September 2017

E-Commerce Strategy Workshop in Macau

This special workshop was designed 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 26

participants to use for developing an E-commerce strategy for Macau Post. The participants also carried out a rich survey of the MSME e-marketplaces of Macau to get new business for the Post.



E-Commerce Workshop in Hanoi

An Extended Training Programme on E-Commerce Operations was organized for Vietnam Post at Hanoi in July. 30



Participants were provided with inputs on all aspects of E-commerce logistics operations as well as pricing of services.

Strategic Human Resource Management Workshop

This Workshop was attended by 14 participants. The

primary focus of the workshop

was on Strategic HR, Turning

Business Goals to HR priorities

It included class room sessions

and role play and coaching

activities. Modern HR information

systems were also covered during this tightly packed course.



Lite News

FOOTBALL: The love for this game has made it one of the most popular Social activities in APPC. Men and Women participants and APPU staff all gather in the field of the Thai Postal School to showcase their skills with the ball. The field is also used by some to fly their Drones and take Aerial photos!



Attendee Profile - Guang

Mr. Li Guang from China. All friends called him Mr. Guang. He was a jovial friendly and service minded person. He interacted smoothly with all friends in the class and concentrated on course content earnestly. He joined all activities organized by the college with great enthusiasm.

