

APPC NEWSLETTER

December 2017

Attendee Profile – “Sid”

Siddhartha Bhattacharjee: A very energetic, helpful and interactive participant to all activities both in class and outside the class during the benchmark visits. He was really friendly to all friends. Having good background knowledge of Postal Operations he was always keen to ask questions and help others understand.



Practical e-Commerce Management Course

The PEM course looked at how postal operators can undertake efficiently strategic and operation e-Commerce businesses. Through in-class seminars, site visits, external presentations and group exercises, participants received thorough inputs on topics like e-Commerce Strategy and operations of Posts, Case studies from Posts and Private sector, eCommerce Strategy formulation, eCommerce Operations roadmap, Cross Border eCommerce and challenges. There were 22 participants from 15 countries:

Afghanistan, Cambodia, China, Fiii, India, Korea, Laos, Maldives, Mongolia, Pakistan, Papua NewGuinea, Philippines, Samoa, Thailand & Vietnam.



Express Mail Service Course

This 3 week Course covered the many facets of Express mail Services ranging from Operations to Accounting and Marketing and promotion of the EMS International Services. Through a variety of sessions, case studies, visits, and group exercises, participants were given thorough



insights on how to better manage and develop the EMS business. There was also a focus on e-commerce competition and shifting customer behavior in the digital age. The participants were also exposed to best practices and site visits to Post

offices and the International EMS office of Exchange. There were a total of 11 participants from 10 countries: Afghanistan, Bangladesh China, Indonesia, Maldives, Pakistan, Sri Lanka, Tonga, Thailand and Vietnam.

Lite News

Dormitory Re-vamping: While all Air Conditioners had already been replaced, the APPC dormitory has new Upholstery in all rooms as well as new curtains. Football continues to be the recreation of choice after shopping of course. In addition a commercial level WIFI router will be installed to allow faster surfing on the WEB!



UPCOMING COURSES

Human Resource Management - 15 Jan - 9 Feb 2018
Service Quality Management - 15 Jan - 9 Feb 2018
Operations Management - 26 Feb - 23 Mar 2018
Strategy Formulation & Execution - 26 Feb - 23 Mar 2018
Postal Retailing and Sales Management-23 Apr. – 11 May
Advanced Business Management- 23 Apr - 11 May 2018

Special Program on Marketing and Innovation for Sri Lanka Post

The program was designed to the requirement of Sri Lanka Post for educating the new concept on Marketing and Innovation covering topics like Business Environment for Posts, Role of Posts and Marketing Trends/Innovation Introduction to Marketing, UPU Strategy, Strategy Formulation and Marketing Strategy, Examples and case studies of marketing strategy from postal operators; Marketing Strategy For Sri Lanka Post. The one week program was attended by 40 participants.



Special Training for Qatar Post

Seven participants from Qatar Post attended the workshop, on Performance Management delivered by Visiting Lecturer, Mark Lawley. The main themes were "at the heart of good performance is a conversation", there was a strong focus on understanding individuals' motivation and attitude, in order to identify issues and improve performance. Productively use their spare time. Hence special evening trips to Locations for Bowling, River market and the movies are organized. Visits to Asiatique and the Grand Palace area are most favored by the



EMS Operational Performance & Ouality Improvement Workshop

This workshop was led by Jiang Feng and Julia Bazukina of the UPU EMS Unit. The focus of this workshop was to highlight the present status of Asian pacific Countries in observing the quality and reporting standards of the EMS Cooperative. Participants prepared action plans based on the STORM reports. The EMSEVT version 3 was also covered This Workshop was attended by 16 participants.



Attendee Profile – Wadud

Mr. S.M.Wadudul Islam from Bangladesh was very participative in the class exercises and outside the class during the benchmark visits. Also known as Mr. Chatuchak for his shopping, he was cheerful, friendly and, humble. He was a good cook and introduced many facets of his country to his fellow participants.

