

APPU NEWSLETTER

February 2018

Message from the Secretary General



We, the Postal Sector worldwide is witnessing major changes and the pace will only increase in the future. It's time for us to redefine and re-examine our approach in doing business in order to make the most of the new opportunities before us. Let's go ahead in this venture together.
Lin Hongliang

HEADLINE NEWS

UPU –UPU CEO Forum to be held in Istanbul from 9-10 May 2018

UPU- Call for Proposals to take Assistance for Digital Financial Services

UPU– 2nd Operational Readiness for E-commerce Workshop March 26-30, 2018 at APPC, Bangkok

Sustainability & Protecting the Core



DARPAN- Digital Advancement of Rural Post Office for a New India- India Post's initiative for achieving Financial Inclusion for the rural poor, who until now, had no access to formal financial services such as banking and insurance. More than 43 thousand rural post offices have been networked and customers have access to financial products using bio-metric based smart cards. Interfaces to mobile wallets and social media are also available in this flagship project.

SingPost Centre underscores SingPost's transformation for a future where technology is changing how people shop, dine and play. The five-storey mall, SingPost Centre houses up to 130 that include leading brands in fashion, dining, entertainment, fitness and children's enrichment.



UPU-APPU Workshop on Postal Security

A team of experts from the UPU and the office of the Inspector General of the USPS conducted a very focused Workshop on Postal Security at the APPU Headquarters in January 2018.

This Workshop was attended by over 35 delegates from most Asian and Pacific Posts who benefitted greatly from the inputs on all aspects of Postal Security under UPU Security Standards S-58 and S-59 which can be easily implemented by respective countries.



People in Focus: Gilarsi W. Setijono

Affectionately called Gil, Mr. Gilarsi Setijono is the dynamic CEO of POS Indonesia. With a distinguished career in the private sector, he brought his experience of working in leadership positions in various MNCs to the Posts.

Mr. Gilarsi took over POS Indonesia in 2015 and during the last 3 years POS Indonesia has seen major developments in financial services, Logistics and Innovations to become a significant player in e-commerce. His interests, apart from his wife and 3 sons, include the study of History, Technology and Photography. His mild mannered nature is liked by all the Asian Pacific Postal Community



International Food Festival

An outright favorite of the editor, Chicken Biryani is one of the



most popular dishes emanating from India and Pakistan. A mildly spicy chicken and rice dish. the margination of the chicken for 8 hours leaves a truly memorable taste in the mouth. Easy to make, it is a big hit in the Food festival.

UPU ORE Project

Launched as a global project for seizing the E-commerce opportunity by the horns, the Operational Readiness for E-commerce Project is a time bound project for making all Posts geared up for the E-commerce eco system which itself is evolving and changing at breakneck speed. All countries in the Asia Pacific Region have made an Action Plan for achieving the various milestones in Service Quality, Tracking software, ITMATT etc. The hard work will surely pay off!



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Attendee Profile - DiJe

Djoko Purwanto from Indonesia was the most lively participant in the SQM Course. Displaying leadership, he helped all his classmates. A hard working Quality Manager, he provided a light atmosphere in the class room. Known as DiJe, he also acquired the name Mr. Tak Tuk Tang during the food festival.



UPCOMING COURSES

Postal Retail & Sales Management- 23 Apr - 11 May 2018

Advanced Business Management- 23 Apr - 11 May 2018

Workshop on Aligning Strategy and Sales – 30 April-4 May 2018

Workshop on Corporate Level Strategy – 30 April-4 May 2018

Course on Service Quality Management

"Quality does not cost, it pays" was the basic theme of this course. The participants were exposed to Quality concepts, case studies on quality improvement and Business Process re-engineering methodology for optimizing quality of service. The participants learned techniques for Business Process Re-engineering. In addition, they conducted a Quality of Service Audit at one of the Offices of Exchange of Thailand Post. A visit to showcase successful implementation of TQM was organized to SCG Logistics Company.



On-site Training & Consultancy Programme Bhutan

Mr Anucha, UPU Regional Project Facilitator, APPU lecturer and Mr Jean-Marie LOPEZ, from La Poste undertook a special consultancy programme for Bhutan Post at Thimpu from 19-23



February 2018. The areas covered included Operational Readiness for e-Commerce, interims of Diagnostics of supply chain e-commerce readiness, Development of Roadmaps and Action Plan, Process mapping, E2E standards, EDI messaging and Streamlining of Customs

Leadership Boot Camp

Held in January, this boot camp held at the Royal Thai Military Academy enriched the participants of SQM and HRM Courses with real life experiences of difficult jungle obstacles and barriers which they had to overcome using teamwork and planning. It involved 8 stations, and battle scenarios. The main take away was to learn

how to think for the interest of the team as a whole when focusing on completion of the task at hand. Activities like Archery, Shooting, Zip wire & River rafting added to the fun.



Human Resource Management

The course was built on the success of similar programs in the previous years, taking the current body of HR and Leadership Best Practices into account. The topics included: Postal Business Today and HR Challenges, HR Roles and Deliverables, HR Vision and Competencies for HR Professionals in Posts, HR Best Practices in Staffing, Training and Development. Bench mark visits to Thai



Health Promotion, Thai Design & Creativity Center and Mahidol University to understand different HR practices were of great benefit for the Participants.

Program on Strategic Human Resource Management

Strategic Human Resource Management –SHRM consisted of 7 Environment; E-Commerce Business Models and services. The participants. Some of the topics that are covered during the SHRM Program are given below: Postal Business Today and HR Challenges, HR Roles and Deliverables, Turning Business Goals to HR priorities.



Sports News & Trivia

Thailand Post Post Shop: The Post Shop located at Laksi Post Office is a unique place to buy very traditional Thai food items which have been sourced from the countryside. Hence pure Honey, Coffee from the North and Southern Thailand, Bean and Durian flavored ice cream can be enjoyed by participants at APPC. Of course the best idea is to send a post card to your friends and make a personalized stamp with your friends.



Attendee Profile : TONI

Wachiraphan Ittiteerakt. Affectionately called "Mr. Toni" was a man for all seasons. His energetic, sociable and helpful nature, endeared him to all his co-participants. He actively participated in all lectures and group activities.

