



VIETNAM POST'S PATH TO EXCELLENCE AT GPEA 2024

In October 2024, Vietnam Post Corporation achieved an important milestone by winning the prestigious World Class Award at the Global Performance Excellence Award (GPEA).



This recognition underscores the company's commitment to service quality and operational efficiency, reinforcing its growing influence in the postal sector both regionally and globally.

The Global Performance Excellence Award, organized annually by the Asia Pacific Quality Organization, is the only formal international recognition of business and organizational excellence in the region. Vietnam Post's journey to this achievement was powered by strong leadership, a customer-first approach, and an unwavering focus on innovation. By incorporating sustainable practices such as digital transformation and green postal activities, Vietnam Post has positioned itself as a forward-thinking leader in the industry.



Having already secured the National Quality Gold Award, Vietnam Post demonstrated excellence in key areas like leadership, customer focus, knowledge management, and operational strategy. This success is further highlighted by Vietnam's performance in the Universal Postal Union's Postal Development Index, where its score improved from level 5 to level 6, marking the country's enhanced standing in the global postal landscape.



With 79 years of service, Vietnam Post has skillfully balanced its role as a national postal provider with the need to innovate and adapt to changing industry demands. The organization's ability to merge tradition with technology has not only sustained its relevance but also propelled it into new areas of growth.

For other postal operators, Vietnam Post's approach serves as a valuable case study. Its focus on leadership, customer orientation, and sustainable development offers important lessons for improving service quality and operational strategy, helping postal systems thrive in an increasingly digital and environmentally-conscious world.

Source: Ministry of Information and Communications of Viet Nam