

APPU NEWSLETTER

June 2015

Message from the Director



Since the last newsletter I have spent some time away from Bangkok. First I attended the UPU Strategy conference and POC meeting and then a UPU-WCO meeting in Guangzhou after visiting Indonesia. I look forward to providing feedback on my trips via the website.

Lin Hongliang

HEADLINE NEWS

APPU – Mark Lawley recruited to assist APPU reform

APPU – Strategy Conference & Round Tables August 2015

China – SPB return to Bangkok for universal service course

Sri Lanka – Postal modernization project announced

Thailand – Issues stamp to raise funds for Nepal earthquake

APPC – Bespoke course for China Express Association in July

Postal Regulation

Late last year we announced that we would be conducting a series of postal regulation master classes. The first master class on Postal Sector Policy was held in late April with 15 attendees.

It was without doubt one of the most successful courses we have held at APPU and the level of engagement from the attendees was a credit to the individuals and to the sending organisations.

Such was the utility of the first master class that the Afghanistan postal regulator has secured funding to send five officers to the second Master Class on Universal Service and Practical Regulation in October.

When APPU announced the series of Postal Regulation Master Classes we wanted to provide a course directed at policy makers and regulators. Our experience from the first master class showed there was equal interest from postal operators.

For those not planning to attend either of the master classes in 2015 we recommend you consider attending in 2016. The master classes are unique because there are no other such courses offered anywhere in the world for the benefit of the postal sector.

UPU Strategy Conference and POC

In April Mr Lin attended the UPU World Strategy Conference in Geneva and the first days of the POC meeting in Bern. The strategy conference comprised of nine panels of discussions over a period of three days, with



Mr Lin being the first speaker on the first panel. In conclusion Mr Bishar A. Hussein, the UPU Director General, made the following remarks *"We must deliver a postal world where innovation is shared, promoted and driven – not as a luxury, but as a reality for all."* For more details on the conference and feedback on the POC attended by Mr Lin please visit our website.



WCO-UPU Customs & Posts Workshop

Along with 100 participants from 33 UPU member countries, Mr Lin attended the WCO-UPU Customs & Posts workshop in Guangzhou, China. The main topic of the workshop was "fostering greater cooperation between customs and posts and promoting the development of cross-border e-commerce". During the four days participants discussed issues such as: greater cooperation between customs and posts at national level; customs regulations; electronic data exchange; cross-border e-commerce and postal reform; UPU and WCO security issues; and customers clearance of postal items.

The workshop highlighted the importance of cooperation between customs and posts in facilitating future cross-border e-commerce.

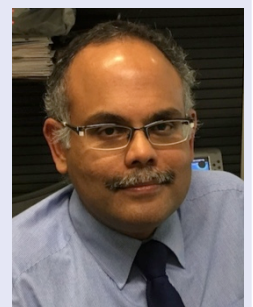
CAT Market Dish of the Month

A personal favourite of the Newsletter editor (didn't he say that in April?), Swensen's ice cream may have origins in San Francisco but you can find two outlets within walking distance of APPU. A banana split with three scoops of premium ice cream is the editor's choice but don't forget free scoop Tuesdays for those with a Swensen's card!!!



People In Focus - Siva

Siva Somasundram, Head of International Regulatory Affairs of Australia Post, is a familiar face in UPU and APPU circles. He is head of delegation to UPU and APPU and is currently the Chair of the APP Cooperative Management Board. In his spare time he loves travelling in Asia with his family, learning about its people, cultures, history, and, of course, there is the food!



APPC NEWSLETTER

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Attendee Profile - Joydeep



Mild mannered Joydeep, from the SQM course, always looked at the positive side of any situation. He displayed leadership and initiative throughout the course and was always willing to help in class and in cooking fusion dishes with his classmates.

UPCOMING COURSES

E-Business & Technology – 15 June to 3 July

International Postal Services – 3 to 28 August

Parcels & Logistics Management – 3 to 28 August

Postal Management Course – 7 Sept to 23 October

Strategy Formulation & Execution – 7 Sept to 3 Oct

Universal Service & Practical Regulation - 13 to 23 Oct

Postal Sector Policy Master Class

The first of our postal regulation master class series was a great success. With 15 participants from ministries, regulators, operators and academia we had a real mix of experience and knowledge. The level of participation was incredible and this was fundamental to the success of the master class. As far as we are aware this is the first course of its type in the world and comes at an important time of transition for the postal sector. Having a postal sector vision is essential if our member countries are to develop a postal



sector that will thrive in the ever-changing world in which the post now operates. We look forward to the second course in the series on Universal Service and Practical Regulation.

Leadership for Postal Managers

The one-week leadership for postal managers was an integral part of the HRM course led by visiting lecturer Derek Osborn. APPC is incorporating more special courses within existing courses to expose participants to international best practice from around the world. In this case six delegates came to Bangkok for this one-week course.



Human Resource Management

The HRM course included a number of significant modules including HRM functions, systems and behaviors, leadership and change management, and leadership for postal managers, the latter led by Derek Osborn. The course built on the success of previous courses taking into account the best practice of HR and Leadership into account. A two-day bootcamp led by the Royal Military Academy was a highlight of the course.



Marketing and Operations Courses

The Marketing & Innovation for Posts and Operations Management courses finished in early May after an intensive four weeks in Bangkok. The two courses are quite different in their scope but shared a week of activities including the UPU Direct and Digital Mail Workshop, IPC E-Commerce Forum and Swiss Post Innovation. A highlight of the two courses was the international food festival, which was attended by Swiss Post expert, Mr Thierry Golliard who gave a rendition of Yellow Submarine by the Beatles. Pictured are Cynthia and Anup who were awarded the title of Mr and Ms APPC in recognition of their contribution to the food festival and within their class.



Service Quality Management Course

Participants on the SQM course were taught about the key concepts of quality management. As well as learning about the practical application of tools to improve they attended a two-day leadership bootcamp, undertook an audit of Laksi post office and attended a UPU quality workshop.



Sports News



The leadership bootcamp was a highlight for participants on the HRM and SQM courses. Activities included archery, rappelling, river crossing, rope climbing and rafting whilst under hostile fire from the Thai army - simulated of course!

Attendee Profile - Mr Di



Tong, or Mr Di as he was respectfully known by his HRM colleagues, was full of positive personality traits. Patient, responsible, adaptable, courageous and, most importantly, friendly he always had a smiling face to brighten the day.