

EXECUTIVE COUNCIL 2025

**REPORT ON THE ACTIVITIES OF THE UNION
(Report by the APPU Bureau)**

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| <p>1. Subject Informing EC of: - the activities of the Training Section of the Union for 2024 & 2025</p> | <p>Paragraphs § 1-7</p> |
| <p>2. Decisions expected The EC is invited to: - take note of the report</p> | <p>§ 1-7</p> |

- 1 In 2024, the College organised the majority of the training programs physically. However, a couple of online courses and workshops were retained to reach wider participation and ensure the robustness of the online training system.
- 2 At the end of the year 2024, the College successfully completed 2 online courses, 12 physical courses, 10 physical workshops, 10 special physical workshops/ programs, and 4 external training programs. Details of the programs are as follows:

Online Courses

| No. | Workshops | Period (2024) |
|-----|---|--------------------|
| 1. | Digital Transformation in Postal Sector (DTP) | 25 March – 5 April |
| 2. | Postal Strategy: Formulation & Execution (PSFE) | 25 March – 5 April |

Physical Courses

| No. | Courses | Period (2024) |
|-----|--|-------------------|
| 1. | Business Development and Marketing (BDM) | 29 - 23 February |
| 2. | Managing Quality of Service (MQS) | 29 - 23 February |
| 3. | Human Resource Management (HRM) | 13 May - 7 June |
| 4. | Parcel, Logistics and Operations Management (PLOM) | 13 May - 7 June |
| 5. | International Postal Services (IPS) | 24 June – 19 July |
| 6. | Marketing and Innovation for Posts (MIP) | 24 June – 19 July |
| 7. | E-Business and Technology (EBT) | 5 – 23 August |

| No. | Courses | Period (2024) |
|-----|--|--------------------------|
| 8. | Postal Financial Services (PFS) | 5 – 23 August |
| 9. | e-Commerce Solutions and Supply Chain Management (ESC) | 16 September – 4 October |
| 10. | International Mail Accounting (IMA) | 16 September – 4 October |
| 11. | Postal Management (PMC) | 21 October – 29 November |
| 12. | Express Mail Service (EMS) | 11 – 29 November |

Physical Workshops

| No. | Workshops | Period (2024) |
|-----|---|-------------------|
| 1. | Advanced Business Planning (ABP) | 12 - 16 February |
| 2. | Service Excellence in Postal Sector (SEPS) | 12 - 16 February |
| 3. | Performance Management of Workforce (PMW) | 27 - 31 May |
| 4. | Last Mile Delivery and Fulfilment (LMDF) | 27 - 31 May |
| 5. | Sustainable Development in the Postal Sector (SDPS) | 3 - 5 June |
| 6. | Driving Digital Strategy (DDS) | 12 - 16 August |
| 7. | Financial Inclusion Through Posts (FITP) | 12 - 16 August |
| 8. | Supply Chain Management (SCM) | 23 - 27 September |
| 9. | Leadership and Innovation Management (LIM) | 25 - 29 November |
| 10. | Express Mail Service (EMS) | 25 - 29 November |

Special Physical Workshops/ Programs

| No. | Workshops | Period (2024) |
|-----|---|--------------------|
| 1. | UPU Regional Project on "Operational Efficiency and E-Commerce Development (ORE 3) – Workshop for Asia with special emphasis on EMS | 18 - 22 March |
| 2. | Intensive International Mail Accounting | 6 - 10 May |
| 3. | UPU Workshop on "The EAD and CDS/ IPS Training" for Designated Operators of the Asia-Pacific Region | 18 - 20 June |
| 4. | UPU Workshop on "Regional Transport" for Designated Operators of the Asia-Pacific Region | 18 - 20 June |
| 5. | Intensive EMS | 29 July - 2 August |
| 6. | UPU Workshop on "Disaster Risk Management for the Asia-Pacific Region" | 3 - 5 September |
| 7. | Leadership and Innovation Management Workshop for Qatar Post | 17 - 21 November |

| No. | Workshops | Period (2024) |
|-----|--|------------------|
| 8. | Business Development and Marketing for Korea Post | 14 - 18 October |
| 9. | QSF Project on "Capacity Building for Mail Quality Improvement of LDCs in Asia-Pacific" | 18 - 22 November |
| 10. | The UPU Regional Project on "Operational Efficiency and E-commerce Development (ORE 3) - Workshop for Asia with Special Emphasis on Physical Services, Mail Processing, EDI and Visibility | 2 - 6 December |

External Training Program/ Specialized Capacity Building Program

| No. | Program | Period (2024) |
|-----|--|-------------------|
| 1. | Terminal Dues Training in the USA | 13 - 17 May |
| 2. | Capacity Building Program on "Marketing, Innovation and Operational Excellence for Lao Post" | 25 - 29 June |
| 3. | Capacity Building Program "Marketing, Innovation and Operational Excellence" for Bhutan Post | 16 - 18 September |
| 4. | Postal Policy and Regulation Workshop in Hanoi, Vietnam | 10 - 12 December |

3. In total, there were 59 weeks of training activities in the College in 2024, which were attended by 195 participants from 34 countries. In total, the Bureau organized/ hosted both internal and external capacity-building activities for more than 500 participants throughout the year.
4. In 2024, the College organized dedicated Capacity Building Programs in the member countries with the support of the India Fund through the UPU. A program on "Marketing, Innovation and Operational Excellence" was organized for Lao Post at Vientiane in June 2024, which was attended by 26 participants. Another program was held in Bhutan in September 2024 on "Marketing, Innovation and Customer Service", which was attended by 30 participants. The Bureau is working closely with the other member countries in the development of similar dedicated Capacity Building Programs.
5. A new Smart Classroom was established in the College with the support of the India Fund through the UPU. The Smart Classroom was inaugurated on World Post Day 2024 by H.E. Mr. Nagesh Singh, the Ambassador of India to the Kingdom of Thailand. This facility is now being used to conduct hybrid training programs that benefit the wider online and offline participation from the member countries.
6. In the period, the Library in the APPU was modernized into a Digital Library aimed at providing seamless and efficient access to a wide array of physical and digital resources. To support this initiative, a modern digital library management system has been implemented alongside upgraded IT infrastructure. This development is intended to significantly enrich the learning experience of participants.

7. The 2025 training program comprises a total of 14 courses, including 2 online courses and 10 workshops. From January to June 2025, the College was able to complete 9 courses, 6 workshops, and 1 external capacity building program as per the information provided below: -

| Courses | Period (2025) |
|---|----------------------|
| Digital Transformation in the Postal Sector Course | 13 - 24 January |
| Postal Strategy: Formulation and Execution Course | 13 - 24 January |
| Business Development and Marketing Course | 3 - 28 February |
| Managing Quality of Service Course | 3 - 28 February |
| EMS Course | 17 March - 4 April |
| e-Commerce Solutions and Supply Chain Management Course | 17 March - 4 April |
| Specialized Capacity Building Program on the 28 th Universal Postal Congress | 5 May- 16 May |
| International Mail Accounting | 26 May- 20 June |
| e-Parcel, Logistics and Operations Management | 26 May- 20 June |

| Workshops | Period (2025) |
|--|----------------------|
| Advanced Business Planning Workshop | 17 - 21 February |
| Service Excellence in Postal Sector Workshop | 17 - 21 February |
| EMS Workshop | 24 - 28 March |
| Supply Chain Management Workshop | 24 - 28 March |
| UPU Remuneration Workshop | 9-13 May |
| Last Mile Delivery and Fulfilment Workshop | 9-13 May |

| Specialized Capacity Building Programs | Period (2025) |
|--|----------------------|
| External Capacity Building for Postmasters of PHL Post | 23 - 25 April |