



## EMS

EMS has become an essential component of modern-day postal services, providing customers with fast and reliable delivery of their goods and documents. To ensure the efficient implementation and performance of EMS operations, it is crucial for designated postal operators to understand the latest trends and mandatory requirements on EMS.

The EMS Workshop is a special workshop provided by the APPC in order to equip EMS Managers with the necessary skills and knowledge to effectively plan and strategize the implementation of EMS operations and manage any necessary changes that may arise in the changed business scenario. Through a variety of site visits, external presentations and exercises, the participants will be given a thorough overview on EMS, including how to effectively use quality-improvement tools, with exposure to best practices in operations and customer service to help them have an edge for EMS in a highly competitive market.

EMS Marketing Trends	EMS Business Plan	EMS Standards and Regulations
EMSEVT V3 and Operational Pipeline	M40 Compliance report	EMS Customer Service
EMS Tools	EMS Pay- for- Performance	EMS Delivery Standards
E2E Performance and Time in Customs	Site Visits	Exercises



Mr. Kenichi, who has joined APPC in June 2024, will be the Course Director for **EMS Workshop**. He has a strong background in managing international postal operations, improving delivery processes, and ensuring compliance with industry standards. His working in marketing and expanding EMS services has led to growth and better customer satisfaction in Japan Post. He worked actively at the Kahala Posts Group as a member of Operations Leadership Group and also of Sales and marketing Task Force. He will pass on a lot of experiences in international relations work to participants so that they could grow through the class and activity.

