



Last-Mile Delivery and Fulfillment

The third week of the four week Parcel, Logistics and Operations Management course incorporates a special workshop on **Last-Mile Delivery and Fulfillment (LMDF)**. LMDF are crucial for the postal sector as they directly impact customer satisfaction, profitability, and competitiveness, representing the most expensive and complex part of the journey, driven by e-commerce demands for speed, transparency with real-time tracking, and flexibility, requiring postal services to innovate with tech (optimization, drones, micro-hubs) and sustainable practices to meet rising consumer expectations and retain business. The workshop is designed to take a closer look at postal transformation operations for last-mile delivery and fulfilment. Through case study, group discussions and guest speaker sharing sessions, participants will investigate the key issues facing the Posts to become an important player in last-mile delivery operations.

Understand Last-mile delivery	Smart and Predictive shipping Technology	Innovation in Last-mile delivery
Last-mile delivery in e-Commerce	Last-mile scenario planning	Fulfillment services
Q-Commerce and last-mile delivery	Crowdsourcing	Case Study
Digital Transformation in Last-mile delivery	Operational Excellence	Site Visits



Mr. Anucha, who has been re-appointed in APPC in January 2023, will be the Course Director for **LMDF Workshop**. He comes with a lot of experience from his last term as Course Director of APPC during 2014-2019. Have conducted many in-house courses including the External Training Programs (ETP) abroad such as Bhutan, Brunei Darussalam, Hong Kong, Lao, Malaysia, Macau, Mongolia, Myanmar, Philippines, Sri Lanka, Timor Leste, USA and Vietnam. Have worked in Thailand Post for over 30 years and have worked in various areas such as International Postal Operations, Logistics Management and Marketing and Sales etc., he can contribute his knowledge and expertise to all participants and the Posts.

