



## Service Excellence in Postal Sector

The workshop, “**Service Excellence in the Postal Sector,**” part of the Managing Quality of Service Course, will be held from 16 to 20 March 2026 and will provide participants with comprehensive knowledge of Quality Management, including the UPU Quality Control System (QCS), Quality of Service-linked Remuneration, Supply Chain Management, technical and operational standards, Business Process Re-engineering, regulatory compliance, and retail service quality. The workshop will include practical discussions and insights into modern trends and best practices, offering participants a valuable opportunity to strengthen their professional competencies and develop the expertise required to ensure and sustain excellence in postal service delivery.

<b>UPU Initiatives</b>	<b>UPU Remuneration</b>	<b>Metrics for Monitoring</b>
<b>Group Exercises</b>	<b>Site Visits</b>	<b>Guest Speakers</b>
<b>Case Studies</b>	<b>Customer Grievance Redressal Mechanism</b>	<b>Quality Management in Retail Business</b>
<b>Quality Measurement Methodologies</b>	<b>Regulations and Compliance</b>	<b>Effective Execution of Innovation</b>



Ms. Suchismita , who joined APPC on January 2024 , will be Course Director for SEPS workshop. She worked in India Post for more than a decade before joining APPC. Her experience and dedication to postal industry ensures that she brings to the workshop vast practical experience along with in-depth knowledge. She was responsible for implementing key performance indicators while delivering postal services and products. She has organized in-house training in field of Mail Monitoring, Communications skills, Retail Management, and Social Media Management, etc. Her commitment to create new pathways for learners will lead to unforgettable experience. for all participants.

