



Managing Quality of Service

The four-week **Managing Quality of Service** course provides an understanding of Quality Management principles and their application, focusing on continuous improvement in process and product management. It emphasizes the standardization and validation of postal services and products, strategic improvement planning, and the implementation of innovation while addressing quality and sustainability challenges. The course covers key areas such as measuring quality in postal services and products, compliance with UPU standards, certification and audit processes, and incentivizing quality improvement. It also highlights service reliability, customer retention, operational efficiency, logistics optimization, and adaptability to technological advancements and innovation.

Concept of Quality	Innovation and Adaptation	UPU Standardization
UPU Certification and Audit	Revenue Growth and Efficiency	Case Studies
Site Visits	Group Exercise	Optimization in Logistics Management
Operational Excellence	Measurement of Quality	Customer Retention



As the course director for MQS, Ms. Suchismita provides a wealth of experience from her decade-long role in overseeing quality improvements within India Post. Her hands-on experience includes conducting in-house training on standardization and measuring quality in mail and financial services at over 8,000 post offices throughout a province. Her breadth of knowledge will be advantageous for all course participants and postal organizations.

