

REPORT ON THE ACTIVITIES OF THE UNION

Report by the Director of APPU Bureau

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1. During the year 2009, the Training Section of the APPU Bureau conducted 12 courses which were attended by 168 participants. Moreover, 8 External Training Programmes (ETPs) were carried out for 115 participants in:
 - Myanmar – IPS Light;
 - Vanuatu – Costing Model;
 - Vanuatu – International Mail Processing;
 - Samoa – Striving for Excellence;
 - Hong Kong – Training Course for Assistant Managers;
 - Vietnam – Business Approach to Postal Management;
 - South Africa – Issues for Regulators in Postal Service;
 - Hong Kong – Training Course for Assistant Managers.
2. A special program on “ Train the Trainer” for 16 participants from India Post was conducted from 16 to 27 February 2009.
3. UNI Apro – APPC Joint Seminar 2009 was held from 8 - 9 June 2009 for 13 participants from 11 countries of the region with focus on business dimensions of Post, international dimension of Post, service excellence, operations dimension of Post, postal financial services and manpower excellence.
4. Workshop on EMS Operational Performance Review was held at APPC from 27 - 31 July 2009. Twelve participants from Brunei, Indonesia, Lao, Malaysia, Sri Lanka and Thailand participated in this workshop.
5. A workshop on EMS Pay for Performance Plan for Asia Pacific Region was held from 28-31 July 2009. It discussed issues on the introduction to Pay per Performance, EMS reports and teamwork as well as accounting process. There were 29 participants from 15 Posts attended this workshop.

6. A four-day workshop on Implementing the Decisions of the UPU Geneva Congress was held at APPC Bangkok from 14 -17 September 2009. The workshop discussed issues on Geneva Congress, terminal dues and related issues, quality issues in international mail, new QSF system, parcel post operations and quality linked ILR and international parcel transit. Participants from Hong Kong, Thailand and Tonga as well as IPS & PMC participants attended the workshop.
7. In order to help member countries to apply the appropriate EDI technology, a joint UPU-APPU workshop on IPS/IPS Light was held from 28 September to 2 October 2009. The workshop highlighted three main issues, namely track and trace, IPS training and Quality Control System (QCS). There were 20 participants from 6 Posts attended this workshop.
8. There were three seminars held in collaboration with UPU and La Poste of France in 2009. They are as follows:
 - Postal Solutions for Small and Medium Size Company with special focus on small and medium size company needs and requirements and testimony from 15 – 16 January 2009 (two days). 27 participants from 17 countries attended the seminar.
 - Customs Evolution and Postal Sector with special focus on customs rules, postal customs clearance rules, WCO model and standards, customs operation, security and counterfeit items in the postal network, 8-9 October 2009 (two days). 23 participants from 10 countries attended this seminar.
 - Sustainable Development: Lever of Performance and Innovation from 2-4 December 2009 (three days). The issue discussed focused on three main issues- environment, economy and social/societal. It was attended by 29 participants from 20 countries.
9. A regional project under the UPU's New Approach to Field Support to improve the quality of international postal service in ten participating DOs (Bangladesh, Bhutan, India, Indonesia, Malaysia, Maldives, Mongolia, Lao, Sri Lanka and Thailand) has been completed. Six QS workshops were conducted as follows:
 - 1st workshop held in Kuala Lumpur, Malaysia from 25 - 29 August 2008;
 - 2nd workshop was held in Mumbai, India from 8 - 12 December 2008;
 - 3rd workshop held in Thimpu, Bhutan from 23 - 27 February 2009;
 - 4th Workshop held in Jakarta, Indonesia from 25 - 29 May 2009;
 - 5th Workshop held in Ulaanbaatar, Mongolia from 24 - 28 August 2009;
 - 6th Workshop Male, Maldives from 7 - 11 December 2009.

During the project implementation, participating DOs set up milestones and KPIs to improve their services. They scored the quality parameters in line with the certification questionnaires. UPU quality management certification was awarded to the eligible DOs based on the results of the certification audit missions carried out by the appointed consultants.
10. The following advisory missions were conducted in the region:
 - Kiribati - Mission on Cost Accounting;
 - Tuvalu - Mission on Cost Accounting;
 - Cambodia - Mission on Cost Accounting;
 - Vanuatu – Mission on International mail Processing.

11. This year since 1 January 2010, the Training Section has conducted 8 regular training courses for 132 participants from countries across the region. The courses were mainly held at APPC. Nevertheless, during the two-week Postal Financial Services Course, the participants attended one week programme at Postal Staff College in India in collaboration with India Post. Twenty six participants attended the course.
12. UPU-APPU workshop on IPS/IPS Light was held from 24-28 May 2010. In addition to the participants who especially came to APPC to attend the workshop, participants attending IPS course also joined this workshop. Mr. Said Regragui and Mr. Yoshino Kazuyoshi from UPU PTC and Mr. Tan Yong Chee from RTCAP conducted lectures and shared views with the participants.
13. In addition to the activities already taken during the year, the following are planned for this year:
 - Eight more regular courses are underway for the current year;
 - IEMO workshop for ASEAN countries and Customs workshop from 1-3 September 2010. These workshops will be conducted in collaboration with UPU and La Poste;
 - APPU-UPU Parcels Workshop from 31 August to 1 September 2010;
 - APPU-UPU and La Poste Strategic Seminar from 24 - 26 November 2010;
 - APPU – UPU “Revenue Protection Workshop” from 23- 25 November 2010;
 - UNI Apro – APPC Joint Seminar (the date will be further discussed);
 - Six ETPs are planned during the current year:
 - Brunei Darussalam (two)
 - Macao (two)
 - Vietnam
 - Salomon Islands.
14. Member countries are encouraged to make best use of the excellent training provided at APPC by sending paid participants as many as possible. Member countries are also urged to give liberal grants for fellowship so that larger number of participants from the LDCs can be trained.