

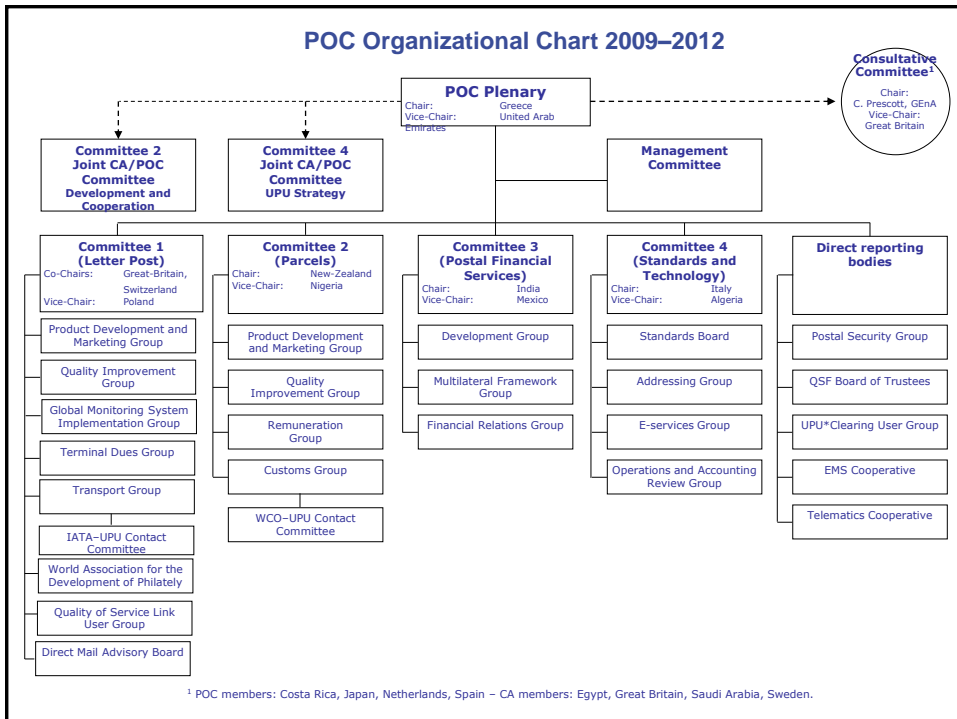


UPU POC 2009–2012

APPU Executive Council Meeting
 Bali, Indonesia
 21-25 June 2010

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POC

- Body responsible for operational, commercial, technical and economic matters concerning postal services
- As a Organ locomotive to achieve Nairobi Strategy
 - Three axes: "Interconnection", "Development", "Governance"
 - Three dimensions: "Physical", "Electronic", "Financial"
 - Four objectives and 18 Programmes
- With a greater focus on products and services development (vertical dimension) with the support of infrastructure development (horizontal dimension)
- With a coordinated and result-oriented approach
- As a forum where meet Top Level Decision makers
 - Conference on postal sector's response in the era of economic crisis

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Committee 1 – Letter Post (1)

- **Major activities**
 - Letter Post regulatory framework development
 - Market awareness/product development
 - Remuneration - Pay-for-performance
 - Quality enhancement
 - Airline leg improvement and Increased IT application

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Committee 1 – Letter Post (2)

• Major achievements

- Adoption of 32 proposals to amend the Letter Post Regulations (applicable from 1st Jan. 2011)
- Presentation of a comprehensive market research report on international letters and light weight parcels and express mail service items
- Adoption of a proposal for feature and performance based remuneration for registered, insured and express (applicable from 1st Jan. 2011)
- 70% ratio in the TDs target system maintained for the rest of the cycle

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Committee 1 – Letter Post (3)

• Major achievements

- GMS future structure – creation of a GMS QL User Group and its Rules of procedures
- Extension of GMS IG mandate until next Congress
- Compatibility of quality measurement systems based on GMS measurement design from 2010
- Increased deployment of QS regional approach projects (covering whole regions)
- Basic air conveyance rate for 2011 fixed at 0.552 SDR

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The GMS Pilot in 2009/2010

GMS pilot participants

<u>Africa</u>	<u>Americas</u>	<u>Asia</u>
Togo	Aruba	India
Tunisia	Chile	Korea
<u>Europe</u>	Mexico	Malaysia
Greece	Netherlands Antilles	Singapore
Norway	Peru	<u>Middle East</u>
Romania	Venezuela	Qatar
Slovakia		Saudi Arabia
Spain	<u>35 postal operators</u>	UAE
Switzerland	<u>are joining from</u>	
	<u>2010</u>	

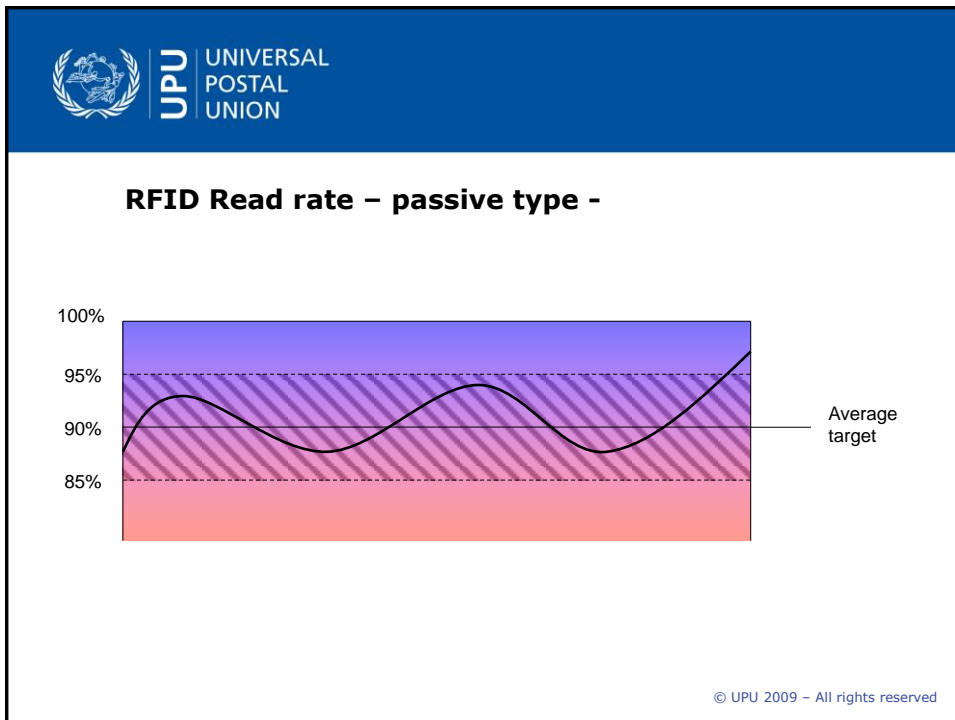


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-
- Committee 1 – Letter Post (4)**
- **Challenges to be made**
 - Continuous review on Letter Post regulatory framework development
 - Further enhancement of product features of recorded items and small packet in product mix/portfolio
 - Proposal development for the next cycle of TDs
 - Extension of GMS measurement system from 21 to 100 participants
 - Effective implementation of QS regional approach projects with UPU certification system
 - “Providing end-to-end airmail visibility” – paper free operations -
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Committee 2 – Parcels (1)

- **Major activities**

- Parcel Post Regulatory framework development
- Parcels posts product development
- Remuneration system improvement
- Quality enhancement
- Customs operation improvement and Increased IT application

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Committee 2 – Parcels (2)

- **Major achievements**

- Amend the 11 Articles of Parcel Post Regulations (applicable from 1st Jan. 2011)
- Creation of ad-hoc study group on further enhancement of product mix/portfolio of letters and parcels and EMS
- Adoption of amended parcels minimum specifications 2011 – 2012
- New rules on the parcels bonus assessment procedures (Article 192 and 193 of Parcel Post Regulations) and revision of the validation criteria (Resolution), based on:
 - Service feature information on Parcel Post compendium Online, and
 - Performance reports on tracking and on Internet based inquiry system

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Committee 2 – Parcels (3)

• Major achievements

- Adoption of a progressive performance requirements (incremental requirements) on bonus features on track and trace (Resolution)
- Adoption of 4 appeals on parcels bonus assessment which results in “for countries that have previously provided a response to the annual questionnaire, to instate the previous inward land rate for 2010
- Further improvements on quality performance measurement reports

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Committee 2 – Parcels (4)

• Challenges to be made

- Continuous review on Parcel Post regulatory framework development
- Further enhancement of parcels in product mix/portfolio, including development of consignment service
- Review of the basic inward land rates for the future
- Increased compliance with the parcels bonus features to improve the quality of service
- Effective use of quality performance reports to improve the quality of service
- Continuous awareness raising on combating trafficking of counterfeit goods through the postal services
- Increased application of Customs-Posts EDI standard message for speedy mail handling by Customs in a phase-in manner

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Committee 3 – Postal Financial Services (1)

- **Major activities**

- Postal Financial Services Regulatory framework development
- Developments of the UPU worldwide electronic postal payment service network
- Quality of service enhancement
- Remuneration system – Pay-for- performance –
- Clearing and settlement system

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Committee 3 – Postal Financial Services (2)

- **Major achievements**

- Amend the 8 Articles of Postal Payment Services Regulations (applicable from 1st Jan. 2011)
- Adoption of a model service agreement for the execution of electronic postal payment services (Resolution)
- Conclusion of a MoU between the UPU and the International Organization for Migration to pursue a joint pilot project
- Adoption of the procedure for the adoption of a worldwide quality of service standard and the quality of service elements for electronic postal payment services (Resolution)
- Forum on Postal Financial Services with international organizations on “partnerships”, “opening-up” and “development”

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Committee 3 – Postal financial services (3)

• Challenges to be made

- Finalisation of a action plan for developing the world wide electronic postal payment network and implement it based on standard methodology in linkage with UPU's regional development plans
- Develop operational procedures to implement a model service agreement
- Development of a collective trade mark for electronic payment services
- Implementation of quality measurement system
- Development of quality-linked remuneration system for electronic postal payment services
- Creation of UPU clearing and settlement system
- Forum on microfinance and mobile phone payment technology₁₇

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Committee 4 – Standards and technology (1)

• Major activities

- Standard development
- E-services development
- Addressing development
- Model the global postal supply chain including review of operation and account process

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Committee 4 – Standards and technology (2)

• Major achievements

- Adoption of 9 UPU EDI message standards and 8 UPU technical standards
- Restructured standard S 10 – Identification of postal items -13 character ID –
- E-Services standardized train programme through UPU TRAINPOST
- Adoption of Domain Management Policy (DMP); Operational rules and principles for the operation of the .Post top level domain
- Continued development of .Post project for actual applications and services (Resolution)
- Launch of a global initiative on addressing “Addressing the world – An addressing for everyone”
- Development of in-depth studies to measure the value of addressing in the economy
- Adoption of Customs-Posts EDI standard message as status 0 and enhancement of M39 CARDIT/RESBIT, EDI with airlines

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Committee 4 – Standards and technology (3)

• Challenges to be made

- Continuous development of UPU message and technical standards
- Foster the spread of innovative e-products and services, such as e-Registered mail
- Development of applications and services through .Post as a uniquely trusted and secure postal domain
- World summit on addressing under the initiative of “Addressing the world - An addressing for everyone”
- Facilitation of e-shopping & e-commerce business through postal services
- Facilitation of paper-less and seamless postal supply chain network

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EMS Cooperative

- **Major activities**

- As core forum for express product and services development
- Product development, quality enhancement, remuneration system improvement

- **Major achievements**

- Cooperative Statutes amended (change of membership requirements and limitation period for Provisional Members)
- 38 EMS postal operators received Performance Awards in 2009 compared to 18 in 2008 (+111%)

- **Challenges to be made**

- Development of individual country action plans to improve performance
- Conduct more workshops and country performance reviews

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Telematics Cooperative (1)

- **Major activities**

- As a core forum for digital age compliance of postal networks
- Development of UPU "Electronic network"

- **Major achievement**

- 153 users of PTC solutions
- IPS V 5.03 for mails activities including M 39 airlines and new Customs-Posts message standard being integrated
- IFS V 4 for financial services activities
- Quality support systems: QCS integrating BPMS functionality, GMS analysis and reporting tool (GMS STAR)
- E-compendium for all products (letters, parcels Postal financial service)
- Postal Export Guide for prohibited and restricted articles
- Post*Code Database

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Telematics Cooperative (2)

• Challenges to be made

- Full coverage of electronic messaging throughout the entire postal supply chain performance, including automatic and paperless accounting
- Under .Post, to implement global applications and services, such as web-services and e-Registered mail interconnectivity
- Inter-connection of worldwide electronic payment system through IFS
- Transformation of all UPU publications into E-publications

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Postal Security Group (1)

• Major activities


- As a core forum for security enhancement of postal networks
- Security standards development, protection of postal assets and prevention of illegal use of postal networks

• Major achievements


- Adoption of physical and process security standard
- Development of the proposal for amending the Convention Article 15 and 16 to allow postal operators accepts items containing small quantity of lithium batteries: The consultation and voting process for change of the Convention between the Congresses will be completed in 2010
- Lunch of awareness raising for health and safety campaign from counterfeit and pirated items and consumer fraud awareness campaign

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After the change of the Convention, lithium batteries installed in the following example equipment can be transported by post.



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Postal Security Group (2)

- **Challenges to be made**
 - Development of additional security standards – transportation
 - Develop Letter Post and Parcels Post Regulations associated with the “Lithium Batteries” proposal

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QSF Board of Trustees (1)

- **Major activities**

- As core forum for QSF projects and accounts management
- As source of resources for the capacity building for quality improvement

- **Major achievements**

- 50 projects were approved in 2009 totalling an amount of 14.5 millions USD
- UPU Global Monitoring System project benefited from QSF global project prepared by the International Bureau;
- Out of 21 participating postal operators, 17 operators associated with the GMS project using QSF in 2009, some 30 are joining the GMS using QSF in 2010

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QSF Board of Trustees (2)

- **Challenges to be made**

- Continuous support to UPU member countries postal operators for their capacity building for quality improvement

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