

APPU/UPU Parcels Workshop

30 August - 1 September 2010

1. Aim

It is widely agreed that the future growth of the postal business will depend on the performance of the parcels and related products. The future growth will be three-dimensional rather than two-dimensional. The focus on improvement of core quality issues and price and cost control of the international parcels is, therefore, one of the most actively followed concerns at the UPU and individual member countries level.

The freeze in the levels of Inward Land Rates and the linking of quality issues to the actual level of ILRs payable to operators through the introduction of the bonus system is a reality that all operators have to cope with today. Due to the differing levels of quality for operators and also due to lack of adequate awareness and quality improvement plans, operators are not only losing large amounts of money in the form of ILR that gets paid to them but are also losing on a lot of potential business and traffic.

In this context the aim of the Parcels Workshop is:

- To raise awareness about the core quality issues in the improvement of the parcel product;
- To raise awareness about the changing regulations with respect to ILR and the increasingly demanding minimum quality levels that have to be adhered to remain eligible for the quality linked ILR;
- To raise awareness about the market realities;
- To help the operators carry-out a country specific gap analysis and prepare measurable action plans for improving parcel performance and business.

By the end of the workshop, participants should be able:

- To prioritize different actions needed to keep them eligible for higher inward land rates;
- To implement the action plan for both operational as well as market improvement for parcels;

2. Who should attend?

Managers responsible for parcel operations and marketing at the central and field formations. They should be in a position to implement the action plan at the operator's level for their network.

3. Workshop duration: 3 days

4. Selection of participants

The member countries may choose the participants to represent them at the workshop as per their operational requirements. Nominations are requested to be sent at the earliest and preferably by 16 August 2010.

5. Presenters/speakers

The list of speakers will be finalized as we get closer to the date of the workshop. The UPU experts on the subject will be the key presenters in the workshop. As the program is in the nature of a workshop, participants are expected to come prepared with baseline performance data and prepare their action plan with the help of the experts from UPU. A format for the baseline data will be circulated before the workshop and sent to countries/nominated members from the countries.

6. Funding

Participation will be on self funded basis. The fee is USD 550 per person. It includes staying at the dormitory on twin sharing basis, airport transfers, training materials and two coffee breaks a day during the workshop.

7. Outline:

- the market situation and potential for parcels and related products;
- the decisions of the POC with respect to ILR and its linkages to quality including the timeframes relating to stiffening of the conditions;
- the base-level situation in each participating country;
- action plans for reaching expected performance levels;
- monitoring mechanisms for the action plan.