



APPU Newsletter

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International Mail Accounting Course 2010

This training programme was conducted from 18 January - 5 February 2010. There were 18 participants from 13 postal administrations attended this course namely Bhutan, Brunei, China, India, Korea, Macau, Nepal, Pakistan, Philippines, Sri Lanka, Thailand, Vanuatu and Vietnam. The course contents were designed to cover all international mail accounting area like global postal environment, international postal services and products, office of exchange & international mail exchange - key terms, international mail operation, international letter mail and international EMS, parcel post - introduction to rates - use of CP 81 and CP 82, case study on parcel accounting, Quality of Service Fund, IPS software of UPU and international mail accounting, IPS light system of UPU and international mail accounting, EMS imbalance charges and liability accounting, transit charge - accounting, air conveyance dues and international air conveyance dues, international money order system and accounting - case study of Thailand Post and annual accounting - case study. Beside these, benchmarking visits were made to Laksi Mail Centre to observe documentations and operations of international letter post and international EMS, Sri Racha Mail Centre, Bangkok Mail Centre, Damnoen Saduak Post Office and Thailand Post Headquarters for observing the function of international money order system. Mr. Tan Yong Chee from Regional Technical Centre for Asia Pacific, Ms. Naiyana Sirisuvun and Ms. Pornsaran Phonboon from Thailand Post had shared their experiences with the participants as the visiting consultants. Mr. Muhammad Aras was the Course Director.



International Mail Accounting 2010 Course participants with the APPC faculty members

Advanced Business Management Course 2010

This training programme was also conducted from 18 January - 5 February 2010. It was participated by 16 postal managers from the Asia Pacific Region and Africa namely Afghanistan, Bangladesh, Brunei, China, Indonesia, Kiribati, Korea, Myanmar, Thailand, Vietnam and Zambia. The course concepts were designed to cover the topic of global postal environment, Post & competition - understanding the changes happening in postal business, E commerce, business horizon for Post / business planning and management in Singapore Post - case study / business video review, RFID technology and other technology in postal business, direct mail and database marketing, group work on how to establish call centre for taking care of customer needs in EMS / mail / parcels / logistics business, customer excellence & customer surveys, group work on key account management , UPU Strategy , Quality of Service Fund, postal reform in Korea

Post, integrated marketing communications, case studies of Canada Post on direct mail and logistics capabilities and network management. Benchmarking visits were made to EMS Customer Care Unit at Laski Post Office, Sri Racha Mail Centre, Laksi Mail Centre, Bangkok Mail Centre, Rachadamnoen Post Office - a model PO with

highly profitable parcel business, Damnoen Saduak PO, DHL and Thai Airways Cargo. Mr. Geoff Collins from Wunderman, Ms. Parisa Pananon and Mr. Anucha Soonglertsongpha from Thailand Post were the visiting consultants to share their experiences with participants Mr. Wasim Zafar was the Course Director.



Advanced Business Management 2010 course participants with APC faculty members

Service Quality Management Course 2010

This course was organised from 15 February - 12 March 2010. There were 13 participants from 10 postal administrations namely Indonesia, Korea, Lao, Myanmar, Pakistan, Sri Lanka, Tanzania, Thailand, Tonga and Vietnam. For the whole course, participants were equipped with contents of global postal business, introduction of quality concepts in Post, we all contribute to quality - total quality management and empowerment, mail flow pipelines and developing service standards, PDCA methodology & process management and establishing service standards : practical exercises, quality management in Korea Post, SQM and quality circles - setting up quality circles and working in a team, tools of empirical analysis of continuous testing results, working in quality circles practical exercise, international EMS & parameters of its certification and international parcels : quality liked ILR, use of au-

tomation and technology in quality management in Post, what quality means in post office and specially in La Poste, mail process planning and its relevance, UPU quality audit certification, system approach to quality working in a team and as of communication, what is ISO 9001:2000? the structure of the ISO 9001:2000 standard & step to implement the ISO 9001:2000, implementing ISO in La Poste and quality management in Thailand Post. Benchmarking visits were made to Bangkok Mail Centre, Sri Racha mail Centre, Damnoen Saduak Post Office, Rachadamnoen Post Office, Suvarnabhumi Mail Centre, Thai Acrylic Fiber, DHL and Thai Airways Mail Cargo. Mr. Jean -Claude Jerome from La Poste, Mr. Sebastian Teo from Siemens Singapore, and Mr. Tawin Bunmak from Thailand Post were the visiting consultants of the course. Mr. Muhammad Aras was the Course Director.



Service Quality Management 2010 Course participants with Mr. Jean - Claude Jerome, fifth from right, and APC faculty members

Human Resource Management Course 2010

This training program was conducted from 15 February - 12 March 2010. It was attended by 13 postal managers from 12 countries namely Bangladesh, Cambodia, Egypt, Indonesia, Korea, Maldives, Pakistan, Solomon Island, Sri Lanka, Tanzania, Thailand and Vietnam. The course contents were designed to cover the aspects of global postal business, HR challenges at Post - general outlook of HR in postal organizations - challenges of HR in the future, strategic human resource planning, we all contribute to quality - TQM and empowerment, change management & time management, Employee right & employee discipline, recruitment & selection, teambuilding, training development, performance management system, HR management in CAT Telecom, use of automation and technology for HR in quality management in Post, information technology and human resource

management, modernization of Post, planning for the latest development technology applications for postal managers. E learning, Enterprise Resource Planning (ERP), job analysis and design, occupational health and safety, conflict management, man power planning and E government. Benchmarking visits were made to Laksi Post Office & EMS Customer Care Unit, Bangkok Mail Centre, Sri Racha Mail Centre, Franchised Post Office, Siam Commercial Bank, DHL and Thai Acrylic Fiber. Dr. Arthur Morse, former Special Advisor of MICT, Mr. Akadej Chaiyabutr from CAT Telecom and Ms. Jurirat Sinbanchongjit from Thailand Post were visiting consultants. Mr. Wasim Zafar was the Course Director.



Human Resource Management 2010 Course participants with visiting consultants and APPC faculty members

Financial Management Course 2010

The course was conducted from 22 March - 9 April 2010. There were 11 participants from 9 postal administrations participated in this course namely India, Indonesia, Lao, Mongolia, Nepal, Pakistan, Samoa, Sri Lanka and Thailand. The course contents covered the details of international remittances : issued involved, international remittances role of Eurogiro, know your customer (KYC)/ compliance, Post and its role in financial inclusion, input from United Nations Economic and Social Commission of Asia and Pacific (UNESCAP), importance of financial management for postal sector, issue in financial - Micro-credit, international remittances: experiences from Deutsche Bank, prepaid opportunity for post offices, panel discussion on what can be done to strengthen the postal channel for international remittances and reduce the cost of transmission and, international remittances: situation in Asia, review of accounting process, financial statements, a closer look at financial statements and ratio analysis, postal reform in Korea Post, UPU costing model - concept-way of calculating costs, cost accounting systems and cost accounting methods, tariff determination in a regulatory environment-cost subsidization without USO products, how to analyze the projects - viable or not calculating ROI, pay back period, strategic financial planning and case study on financial management. Apart from these, all the participants were given opportunity to participate in some sessions of Postal Financial Services Course. Benchmarking visits were made to Bangkok Mail Centre, Rachadamnoen Post Office, Laksi Mail Centre, Sri Racha Mail Centre and Damnoen Saduak Post Office. Ms. Sylvie Pittaro-Menesson from La Poste of France was the visiting consultant to share experiences with the participants. Mr. Shailendra Kumar Dwivedi was the Course Director.



Postal Financial Management 2010 Course participants with visiting consultants and APPC faculty members

Postal Financial Services Course 2010

This 2 week course was conducted from 22 March - 2 April 2010. It was attended by 26 participants from 17 postal administrations. During the first week participants attended the course at APPC in Bangkok. The course contents covered the topics of International remittances: role of Eurogiro, Know Your Customer (KYC) / compliance, Posts and its role in financial inclusion, international financial service and money order systems & visit to financial service centre at Thailand Post Headquarters, input from United Nations Economic and Social Commission of Asia and Pacific (UNESCAP), issue in financial inclusion - Micro-credit, visit to Deutsche Bank in Bangkok to observe their operations, prepaid opportunity for Post, country presentation and panel discussion on what to be done to strengthen the postal channel for international remittances and reduce the cost of transmission of international remittances. In the second week of the course participants were taken to India for the exposure of financial services in India Post. Contents of the second week covered the topics of India Post - an overview, financial service of India, Post- their role in resource mobilization and revenue generation, global recession & Indian economy - opportunities for postal sector in financial services, international money remittances - India Post initiatives, postal financial markets in marketing of financial services, modernization of domestic money remittances services, postal life insurance - India Post experiences and future roadmap, study tour to Agra, service quality in financial services - Project Arrow experience, role of post office in India in financial inclusion and technology initiatives in post office savings bank in India. Ms. Juanita Woodward from Eurogiro, Mr. Elena Mora Sevillano from UPU RPC, Ms. Pornsaran Phonboon from Thailand Post, Dr. A Ganesh Kumar from UNESCAP, Ms. Catherine Syn from Deutsche Bank, Mr. Vishal Goyal from Master Card and Ms. Emma Schorder from NZ Bank were visiting consultants of the course. Mr. T.S. Sinha was the Course Director.



PFS 2010 course participants with APPC faculty members and visiting consultants, Ms.Emma Schorder, Ms. Juanita Woodward, fourth and fifth from left at the sitting row and Ms. Elena Mora Sevillano, far right at the sitting row.

Parcel & Logistics Management Course 2010

The Parcel & Logistics Management Course was conducted from 3 - 28 May 2010. There were 15 participants from 8 postal administrations attended the course namely Afghanistan, Cambodia, India, Indonesia, Lao, Maldives, Myanmar and Thailand. The course contents covered concepts of global postal environment, parcel and logistics business for the postal sector, UPU and framework for international mail exchange, understanding the mail flow pipeline and the parcel and logistics value chain, IPS & Track and Trace for parcels, quality link ILR and delivery charges for the parcels, operations management to attain efficiency, accounting and payment for international parcels, use of automation and technology in postal operations, logistics capabilities and network management, collection, packing and sender's instructions

for parcels, product attributes and types for parcels, routing for international parcels, customs and security issues for parcels, understanding the parcels and report and identifying opportunity improvement, improving the quality of parcels service, case study of global integrator. Participants have been given opportunity to attend the presentation of UPU Track and Trace system (IPS). Benchmarking visits are made to Laksi Mail Centre,

Bangkok Mail Centre, Sri Racha Mail Centre, Suvarnabhumi Mail Centre, Laksi Post Office, Rachadamnoen Post Office, DHL, DHL Supply Chain, UPS, TG Cargo and Pathumthani Brewery. Mr. Aucha Soonglertsongpha and Ms. Pongpan Pongsawat from Thailand Post had come to share experiences with the participants. Mr. Shailendra Kumar Dwivedi was the Course Director.



PLM 2010 course participants with faculty member of APPC and visiting consultants

International Postal Services Course 2010

The International Postal Services Course was also conducted from 3 - 28 May 2010. It was attended by 19 participants from 9 countries namely Bhutan, Cambodia, India, Indonesia, Lao, Nauru, Samoa, Sri Lanka, Thailand and Vietnam. Participants are equipped with the concepts of global postal environment, UPU: its structure and functions, international mail exchange, international postal business: product and services, international operations, terminal dues and country classifications, customs and security issues, Regional Development Plan, transit system & air conveyance dues, Quality of Service Fund, setting up service standard of international mail, use of automation and technology in postal operations, customer care, inquiries and liability system of international mail in Thailand Post, Ex-

press Mail Services: parameter of quality and accounting, annual terminal dues and QSF accounting exercises, OSF proposal: practical exercises, international financial service and money order system in Thailand Post, quality of service testing and analysis of UPU continuous testing, international parcel post operations - bonus system and service feature / quality linked ILR, accounting system for international postal parcel, postal reform

in Korea Post. Participants also are provided opportunity to participated the IPS/LightWorkshop. Benchmarking visits were made to Suvarnabhumi Mail Centre, Bangkok Mail Centre, Laksi Mail Centre, Sri Racha Mai Centre and Rachadamnoen Post Office. Ms. Naiyana Sirisuvun and Mr. Tawat Tripipat from Thailand Post were visiting consultants of the course. Mr. Muhammad Aras was the Course Director.



IPS 2010 course participants with faculty members of APPC and visiting consultants

IPS / IPS Light Workshop 2010

This workshop is being conducted from 24 - 28 May 2010. There are 19 participants of International Postal Services Course plus 5 postal officers from India Post participating in this workshop. The objectives of the workshop are to provide all participants with the knowledge of IPS overview: IPS feature, new feature of IPS V5, IPS Light overview; IPS Light feature; IPS training: national management, local management, outbound mail process for all mail classes, inbound mail process, accounting process, inquiry; quality control system (QCS) presentation: configuration, outbound mail process, inbound mail process and the use of IPS / IPS Light to improve the performance of LC/AO, international parcels and EMS. Mr. Said Regragui and Mr. Yoshino Kazuyoshi from UPU Postal Technology Centre (PTC) and Mr. Tan Yong Chee from Regional Technical Support Centre for Asia Pacific were visiting consultants. Mr. Muhammad Aras was the Workshop Coordinator.



IPS and IPS light participants with the APPC faculty members and visiting consultants, Mr. Tan Yong Chee, third from left, Mr. Said Regragui, fifth from right and Mr. Yoshino Kazuyoshi, fourth from right at the sitting row.

Visit of Mr. John Price to APPC

Mr. John Price, British Post Office, who was one of the AOPTS (APPTC and later APPC) founding project team visited APPC on 14 January 2010 with his wife. The experts by that time apart from Mr. Price were Mr. Alexander Power (Australia), Project Manager, Mr. Ramamurti, India and later replaced by Mr. Khursheed from Pakistan, all of them were employed by the UNDP. The main objective at the beginning was to set up the courses for the language laboratory and the

postal operational part of the main course which then ran for 10 months and the Asian and Oceanic Postal Training School (AOPTS) started to function in September 1970. Later Mr. Price was a leading instructor/ course designer for the first 4 postal management courses (1970-1974). In 1975 he set up the specialized courses with a team of local instructor from Thailand and Philippines. Mr. Price returned to British Post Office in 1976.



Director Somchai presenting a token of appreciation to Mr. Price and right Mr. Price and his wife visited the library while Mr. Wasim welcomed them