



APPU Newsletter

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Service Quality Management Course

This training programme was conducted from 7 February - 4 March 2011. There were 12 participants from 9 postal administrations attended this course namely Afghanistan, Bangladesh, Bhutan, Indonesia, Lao, Sri Lanka, Tanzania, Thailand and Vanuatu. The course contents were designed to cover all aspects of global postal environment, fundamentals of quality and UPU Quality Control System (QCS), introduction to quality concepts in post offices - parameters of quality, we all contribute to quality - Total Quality Management (TQM) and empowerment, mail flow pipelines, PDCA methodology & process management and establishing service standards, quality management in Thailand Post, SQM and Quality Circles, working in Quality Circles practical exercise, towards people focused organization and TQM, UPU Quality of Service Fund (QFS), UPU Quality Audit & Certification, international EMS & parameters of its certification, UPU quality of service link to ILR and terminal dues, UPU quality audit results: presentation, what quality means in post office specially in La Poste, mail process planning and its relevance. system approach to quality, team approach to quality, working in team and art of communication, what is ISO 9001:2000? the structure, standard and steps to implement ISO 9001:2000, implementing ISO in La Poste, six sigma breakthrough strategies - project based improvement of quality, control and monitoring systems for mail operations - case studies, integrating quality of service measurements together with the customer, complaint based quality monitoring for unaddressed direct mail and how to apply technology in quality management (RFID, electronic test mail and GPS). Beside this, benchmarking visits were made to Sri Racha Mail Centre, Damnoen saduak Post Office, Laksi Post Office, Rachadamnoen Post Office, Laksi Mail Centre, Bangkok Mail Centre, DHL Express and SCG. Mr. Thawin Bunmark from Thailand Post, Mr. Derek Osborn, International business coach and postal expert from whatnext4u, Mr. Jean-Claude Jerome from La Poste and Mr. Niels Delater from Spectos GmbH had shared their expertise and experiences with the participants as visiting consultants. Mr. Mohammad Aras was the Course Director.



Participants of Service Quality Management Course with APPC faculty members and visiting consultant, Mr. Derek Osborn.

Human Resource Management Course

This training programme was conducted from 7 February - 4 March 2011. There were 15 participants from 11 postal administrations participated in this course namely Afghanistan, Bhutan, Indonesia, Korea, Maldives, Myanmar, Nepal, Sri Lanka, Tanzania, Thailand and Vietnam. The course objectives were to equipped participants with all perspectives and body of knowledge of global postal environment, postal business today and human resource: group exercise, human resource management: a primer-overview and emerging trends, the acquisition function : human resource planning, recruitment, selection, socialization, job analysis: the backbone of HRM, the maintenance function: employee discipline, staff relations, health and safety, the motivation function: performance management, compensation and rewards, best practices in HRM: case studies, resourcing strategy, training and development, employee engagement & international communication, towards people focused organization and TQM, HRM in Thailand Post, HRM and the Posts, group work presen-

tation, training needs assessment, adult learning principles, design of training, training methods: an overview, selection of training methods, coaching, lecturing, training methods: a practical, group exercises and discussion, games for experimental learning, case study method, HRD in Thailand Post and evaluation of Training. Benchmarking visits were made to Laksi Post Office, EMS Customer Care Unit of Thailand Post, Sri Racha Mail Centre, Laksi Mail Centre, Damnoen Saduak Post Office and Postal School of Thailand Post. Apart from this, the participants were also given the opportunity to participate in the Trainer Development Programme. Mr. Derek Osborn, International business coach and postal expert from, whatnext4u, Ms. Patcharavalai Kovitvanich, Senior Executive Vice President and Ms. Korbporn Liangudom from Thailand Post had come to share their expertise and experiences with participants as visiting consultants. Mr. Shailendra Kumar Dwivedi was the Course Director.



Participants of Human Resource Management Course with APPC faculty members and Mr. Derek Osborn (fifth from left at the sitting row)

Trainer Development Programme

The Trainer Development Programme was held from 21 February - 4 March 2011 with a focus on development of direct training skills, experiential learning techniques and design of training activities with a clear focus on given training objectives. The programme also dwelt on coaching and monitoring skills for practicing managers as it was attended by trainers and practicing managers from the countries of the region. The programme, in a way, filled up the gap created due to not holding of the "Train the Trainers" Course for some time. This training programme was attended by 5 postal managers from India Post and Solomon Post and 15 participants of Human Resource Management Course. Mr. Shailendra Kumar Dwivedi was the Training Programme Director.



Participants of Trainer Development Programme with APPC faculty members

Information Technology Management Course

This training course was conducted from 14 March - 1 April 2011. It was attended by 12 participants from various postal administrations like Cambodia, China, Indonesia, Korea, Myanmar, Nepal, Sri Lanka, Thailand and Vanuatu. The training programme was designed to cover the aspects of global postal environment, information technology and operations management, Enterprise Resource Planning (ERP), International Financial System IPS/IPS Light/Stefi and other IT software by PTC of UPU, IT project preparation/RFP/TOR/syndicate work on IT project preparation, E-commerce & E-business in the future of Post, IT reforms in Korea Post, database & quality management software, RFID system and its use in postal network and postal automation & mechanization. Benchmarking visits were made to Laksi Mail Centre, Chaeng Wattana Bulk Posting Centre, Laksi Post Office, EMS

Customer Care Unit, CAT: gateway of internet and national internet data centre, Bangkok Mail Centre, online customs duties at Postal Customs House, Thailand Post IT & Networking Department, NECTEC and DHL. Dr. Jirapon Tabtimhin from NECTEC and Mr. Sebastian Teo from Siemens, Singapore had shared their expertise and experiences with the course participants as the visiting consultants. Mr. Wasim Zafar was the Course Director.



Participants of Information Technology Management Course with APPC faculty members and visiting consultant

Financial Management Course

This training course was conducted from 14 March - 1 April 2011. There were 15 participants from 7 countries attended this course namely Bhutan, Cambodia, China, India, Samoa, Thailand and Tonga. The course participants were equipped with concepts of global postal environment, financial management: scope and importance, review of accounting process and closer look at financial statements, analysis of financial statements, introduction of costing, UPU costing model - concepts - ways of calculating costs - hands on exercise, introducing to pricing, and costing for USO, budgeting systems - different procedures adopted, how to analyze the projects - viable or not- calculating ROI, payback period, NPV and practical exercises, strategic financial planning, case studies on financial / business management and measuring cost efficiency in a mail unit. Benchmarking visits were made to Laksi Post Office, EMS Customer Care Unit, Laksi Mail

Centre, Chaeng Wattana Bulk Posting Centre, Sri Racha Mail Centre, Bangkok Mail Centre, Hualampong Bulk Posting Centre & Postal Customs House and Damnoensaduak Post Office. Ms. Sylvie Pittaro-Menneson from La Poste was the visiting consultant of the course. Mr. Shailendre Kumar Dwivedi was the Course Director.



Participants of Financial Management Course with APPC faculty members and Ms. Sylvie Pittaro-Menneson (fifth from right at the sitting row)

Parcel and Logistics Management Course

This training course was conducted from 25 April - 20 May 2011. It was attended by 17 participants from 9 postal administrations namely Brunei, China, India, Indonesia, Korea, Lao, Sri Lanka, Thailand and Vietnam. The course contents were designed to cover the aspects of global postal environment, UPU and framework for international mail exchange - an overview, parcel and logistics business for the postal sector - prospects, challenges and opportunities, understanding the mail flow pipeline and the parcel and logistics value chain, IPS and Track and Trace for parcels, IBIS (Internet Based Inquiry System), liability and compensation for parcels, customs and security issues for parcels, operations management to attain efficiency in Thailand Post, Logistics capabilities and network management, accounting and payments for international parcels, quality linked ILR and delivery charges for parcels: understanding the parcels report and identifying opportunities for improvement, China Post case study

: express and logistics market strategy, reform and strategy of Korea Post, use of automation in postal operations, postal business in Europe : case study, presentation of UPU Track and Trace System (IPS) and UPS: we love logistics. Benchmarking visits were made to Laksi Post Office, EMS Customer Care Unit, Sri Racha Mail Centre, Bangkok Mail Centre, Hualampong Bulk Posting Centre, Rachadamnoen Post Office, Laksi Mail Centre, Damnoen Saduak Post Office, Suvarnabhumi Mail Centre, Pathumthani Brewery & Logistics Company, DHL Express at Suvarnabhumi International Airport Hub, DHL Supply Chain Solutions and Thai Airways Mail Cargo. Ms. Kathleen Trenor from Prime, Mr. Vanchai Chavanichkul and company from UPS, Thailand, Mr. Sebastian Teo from Siemens, Ms. Pongpan Pongsawat and Mr. Anucha Soonglertsongpha, from Thailand Post and Mr. Liu Zhonglin, UPU Regional Project coordinator for Asia and Pacific had shared their experiences and expertise with participants as visiting consultants. Mr. Shailendra Kumar Dwivedi was the Course Director.



Participants of Parcel and Logistics Management Course with faculty members of APPC and visiting consultants from UPS Thailand, UPU PTC and RTCAP

International Postal Services Course

This training course was conducted from 25 April - 20 May 2011. It was attended by 25 participants from 13 countries namely Bangladesh, Cambodia, China, India, Indonesia, Korea, Myanmar, Nepal, Tanzania, Timore-Leste, Thailand, Tuvalu and Vietnam. The course objectives were to equip participants with the concept of global postal environment, UPU: its structure and functions, acts of the union, international mail exchange and some key terms, basic international postal services, UPU quality control system(QCS), international mail operations-general issues, acceptance and processing of mails, transporting, checking and delivery of international mails, liability and indemnity, terminal dues and country classification, regional development plan, international parcel post operations-bonus system and service features, express mail services (EMS), bulk mail and IBRS, transit

system & air conveyance dues, international financial and money order system in Thailand Post, setting up service standards of international mails, international mail accounting (case study), technology reform and implementation of Korea Post, use of automation and technology in postal operations, enhancement of international value added letter mail registered, express & insured, postal business in Europe : case study and quality of service linked remuneration. Participants were also given opportunities to participate in the IPS/IPS Light Workshop. Mr. Said Regragui from UPU PTC, Ms. Kathleen Trenor from Prime, Mr. Liu Zhonglin, UPU Regional Project Coordinator for Asia Pacific Region, Ms. Pornsaran Phonboon and Ms. Vena Wonglaw from Thailand Post and Ms. Sebastian Teo from Siemens were visiting consultants of the course. Benchmarking visits were made to Laksi Post Office, EMS Customer Care Unit, Sri Racha Mail Centre, Laksi Mail Centre, Bangkok Mail Centre, Postal Financial Centre of Thailand Post, Damnoensaduak Post Office and DHL. Mr. Mohammad Aras was the Course Director.



Participants of International Postal Services Course with the visiting consultants and APPC faculty members

APPU 7th Workshop on Terminal Dues and Parcels

This workshop was conducted from 22 - 25 February 2011. It was participated by 35 delegates from 13 countries namely Australia, Brunei, China, Indonesia, Japan, Korea, Malaysia, Maldives, New Zealand, Singapore, Sri Lanka, Thailand and Vietnam. The workshop's objectives were to discuss and find solutions about Terminal Dues : aims and outcomes, introduction to Terminal Dues system - what it is, how it currently works, timeline for decision making, where Terminal Dues discussions happen in the UPU and options being considered for Congress, group discussion, format separating and pricing, price differentiation on service, introduction of the day: aim and outcomes, quality of service, GMS, other issues and drafting groups, additional letter features/IBRS, other Con-

gress proposals, round table discussion on security and customs, under 5kg E-Parcel:drivers, market, customer needs, current products operational process, ownership, pricing, report on group work, next step and drafting, the UPU parcel - where it is heading, what we need to focus on, what we need to support, EMS-what is working well in EMS?, what improvement could be made?, what do we want the Board to focus on?, drafting: Letter Post/ Parcels, any other proposals, report back to each proposal-status, summary, next steps and APPU-EC 2011-focus and input. Ms. Alison Watson from New Zealand Post was the Workshop Moderator and Ms. Araya Prasittiboon was the Workshop Coordinator.



Delegates of the APPU 7th Workshop on Terminal Dues and Parcels with Workshop Moderator and APPC faculty members

EMS Symposium for the Asia-Pacific Region

The Symposium was sponsored by Swiss Post and conducted from 4-8 April 2011. It was attended by 50 delegates from 22 countries in the Asia Pacific region namely Bangladesh, Bhutan, Cambodia, China, Fiji, India, Indonesia, Japan, Kiribati, Lao, Malaysia, Maldives, Mongolia, Myanmar, Nepal, Samoa, Solomon Islands, Thailand, Timor-Leste, Tuvalu, Vanuatu, Vietnam, UPU IB and EMS Cooperative. The aim of EMS Symposium is to present and discuss the successes and challenges in the postal express market, on the basis of achievements recorded by members under the 2009 - 2012 EMS business plan, and in view of the activities and programme to be included in the 2013 - 2016 circle. The contents of EMS Symposium details were about UPU world postal strategy: achievements and future strategies, EMS business plan, UPU regional development plan for Asia Pacific, EMS Cooperative and the global management of EMS, integrated global systems support and network management control : the EMS network and the need for global integrated information system to support item track-

ing and consignment control, EMS product definition and attributes among other postal and integrated service, commercial considerations to develop EMS, EMS marketing, EMS and e-business, cooperation between local customs and the Post in accordance with the WCO/UPU memorandum of understanding and compliance with the rules and regulations for customs processing including prohibited items, electronic exchange of information between customs and Post, pilot test electronic data exchange using UPU postal export guide and customs declaration system, International Postal System (IPS/IPS Light, presentation and demonstration), Quality Control System, principles, objectives and mechanism of the plan, accounting process and implementation of the plan, electronic messaging for dispatches airlines, electronic exchange of events relating to international EMS items, end to measurement and quality of service, performance management and monitoring tools and pay for performance as a lever for service and revenue improvement. Ms. Wendy Eitan, Chairperson of EMS Cooperative and its Board's members : Mr. Kazuo Kamishiro, Mr. Patrick Richon and Mr. Vincent Mougey and Mr. Brian Hutchins, Head of EMS Unit, Mr. David Avsec, Ms. Heather Macaskill, Mr. Chokri Ellili from UPU IB and Mr. Aime Theubet from Swiss Post shared their experience and expertise with delegates. Ms. Wendy Eitan was the Symposium Moderator and Mr. Muhammad Aras was the Symposium Coordinator.



Participants of EMS Symposium for the Asia Pacific taking group photograph with APPC faculty members and Chairperson of EMS Cooperative, Ms. Wendy Eitan (sixth from right at the sitting row)

IPS/IPS Light Workshop

The workshop was organized from 16 - 19 May 2011. There were 10 participants from 6 postal administrations attended the workshop namely Bangladesh, Cambodia, Cook Islands, India, Lao and Sri Lanka. The workshop contents covered Track and Trace and IPS presentation: overview of IPS; IPS features, new features of IPS V5, IPS Light overview : IPS Light features, 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 and inbound mail process. The participants of International Postal Services Course were also given opportunity to attend the IPS/IPS Light Workshop. Mr. Said Rezagui, Expert

form Postal Technology Centre (PTC), UPU and Mr. Tan Yong Chee, Expert form Regional Technical Centre for Asia Pacific (RTCAP) were the Workshop Moderator. Mr. Muhammad Aras was the Workshop Coordinator.



IPS/IPS Light Workshop participants with Mr. Said Rezagui, Expert from UPU PTC, Mr. Tan Yong Chee, Expert from RTCAP and faculty members of APPC

Postal Financial Services Course

This training course is being conducted from 30 May - 10 June 2011. There are 22 participants from 13 postal administrations attending this course namely Bangladesh, Bhutan, Cambodia, India, Lao, Maldives, Myanmar, Nepal, Paksitan, Philippines, Sri Lanka, Thailand and Vietnam. The course objectives are to provide the participants with the knowledge of international remittances: roles of Eurogiro, remittance services in Japan: strategies and challenges, how international remittance contribute to community development, international financial services and Money Order System of Thailand Post, issues in financial inclusion-micro credit, international remittances -experience from Deutsche Bank , prepaid opportunity for Post by Mastercard, country presentation, panel discussion on what can be done to strengthen the postal channel for international remittances. Participants are provided the opportunity to have a study trip to Korea and benchmarking visits

were made to Financial Service Centre of Thailand Post and UNESCAP, Bangkok. Ms. Juanita Woodward from Eurogiro, Mr. Kouji Sakuma from Japan Post Bank, Ms. Catherine Syn from Deutsche Bank, Mr. Rohit Bhatnagar, Mr. Deepak Bhutra and Mr. Neel Nilakantan from Mastercard, Dr. Thiraphong Bualar from Silapakorn University and Ms. Pornsaran Phonboon from Thailand Post had come to share their experiences and expertise with the participants as visiting consultants. Mr. Mohammad Aras is the Course Director.



Participants of Postal Financial Service Course with APPC faculty members and visiting consultants from Eurogiro and MasterCard