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Dear Friend (s) ,

Sub: Introduction to OM 2010 and Pre Course Project

Congratulations and let me take this opportunity to welcome you to the Operations Management Course 2010 which will be conducted from 23 August to 17 September. Let me introduce myself. I am Wasim Zafar, your Course Director. You can call me **Wasim**. I am sure you will have a very rich and rewarding experience at the Asian Pacific Postal College, Bangkok Thailand.

This course is a regular feature of the APPC as is being constantly updated to meet the new operational requirements of the Post in the Region. It's a four weeks programme. The success of this course will depend on your active participation and interactions in the class room and on the field visits. As you are well aware, Operations Management is the key to success for every postal organization and it will offer a unique opportunity for postal managers of the Posts of the region to share and learn from each other experiences. The need for an effective Operations Management System for the Post is ever increasing.

In addition to the experienced international faculty of APPC, many external experts will deliver lectures and present case studies on the latest Operation Management Tools, Postal strategies and Technologies. You will have the opportunity to visit many world-class facilities in Bangkok to give you exposure to current best Operational Management practices.

Pre Course Project – An Overview

As you may be aware, each participant is required to undertake a **Pre-Course Project** which is to be presented during the first week of the Operations Management Course 2010.

- ✓ The Pre-Course report is divided into **three** parts.

Part I of Pre-Course Project Report

Please prepare about 15 to 20 typed A4 pages about your organisation, as per the requirement given below:

1. Overview of your Postal Organisation - Corporate structure, Products and services
2. Study of the existing Operations Management System in your organization and its effectiveness.
3. Discuss the Strengths, Weaknesses, Opportunities & Threats (SWOT Analysis) of your Operations Management System.
4. Identify the changes or change management that can be effectively implemented in your organization.
5. Details of Retail Operations, Counter Operation and Agency Services being performed by your organization.

6. Any Vision, Mission Statement, Strategic Operations Management Plan for present or future needs.
7. Technology related software's / systems being used in your organization like Track & Trace, IPS, Counter Automation Systems etc .
8. Tools being used for forecasting, capacity planning, inventory management, and TQM in your organization.

Part II of Pre-Course Project Report

You can select **ANY ONE** topic pertaining to your Postal Administration from the options given below depending on your area of specialisation or your special interest. Part II of the report can be about 10 to 15 typed A4 pages.

Please choose **ONLY ONE** from the following.

1. Management of Mail, Express Services and Cargo Operations in your Post
2. Management of Logistics Business in your Post.
3. Customs Operations, constraints etc in International EMS / Parcel in your Post.
4. Management of Counter Operations / Retail Operations and Agency Services in your Post.
5. Information Technology tools being used in your Post and its effectiveness.
6. Guidelines / Standard Operating Procedures and TQM techniques being used in your Post for Operational excellence.

Part III of Pre-Course Project Report

1. Conclusion.
2. Your expectation from the OM 2010 course.
3. Annexure – Annual reports, Organizational Chart, Product and Service brochures, Customer Survey Questionnaires, Operational / Strategic Management Plan, if any.

Importance of Pre-course project report

APPC will review the Pre-Course Project Report and grading will be reflected in the final evaluation report which will be forwarded to your postal administration. I wish to add here that the Pre-Course Reports will become part of the reference materials in the APPC library. It is therefore requested to collect as much data as possible for the report and may I advice you to make the report a comprehensive one. By preparing this report you will gain a sound understanding of current operational scenario in your Postal administration. This background information will help you to assimilate the lecture sessions and to develop a useful **On-Course Project Report** to be completed during the fourth week of the course.

Format & presentation of the Pre-Course project report

- ✓ The project report should be neatly typed or printed in A4 size paper. You may bring this report at the time of attending the course.
- ✓ You will present the report to an audience comprising of the faculty members and other participants. You will be given 40 minutes for presentation.
- ✓ Please use **Power point** for presentation.

General Guidelines

- ✓ The details of APPC may be obtained from our web site www.appu-bureau.org
- ✓ National dress or suite is required for the opening ceremony, photograph session and graduation ceremony.
- ✓ Swimming outfit is essential if you are interested in swimming at the world famous Pattaya beach.
- ✓ Sports dress and shoes may be used for the “APPC Games” day and for other sporting activities.
- ✓ You can also consider to bring some “Fancy Dress” materials and Karaoke music / Video CD to make the International Food Festival and the Farewell Lunch colourful and memorable. You can also bring DVD/VCD of movies in English for the APPC Video Library.

Social Activity

There will be sports and social functions. One of the highlights of the social activity is the *International Food Festival* wherein the participants will be showcasing their national/traditional dress and presenting a national/traditional dish. You may bring with you special spices that you may not find in Bangkok. At the International Food Festival you're encouraged to exhibit a presentation either individually or in-group. You may sing, dance or perform some kind of cultural presentation or entertainment of your choice. You are encouraged to better bring with you a tape cassette or karaoke CD if you intend to sing at the festival.

Accommodation

During the whole programme accommodation will be provided at the APPC free of charge. It might not be as comfortable as the one you are used to, but it has basic facilities like showers with hot water, TV, Air-conditioning and wardrobes. You will be required to do your own laundry for which vending washing machines are available or you can use the services of a washing maid on payment. Two participants will share one room.

Attendance and Punctuality

We expect you to attend all activities and functions sponsored by the College and to be punctual as well. **Please be advised that the inauguration function will be held on Monday, August 23, 2010 at 08:30 hrs at the auditorium of APPC on the second floor.** We expect you to come and be seated by **0815 hrs** with formal / national attire.

Upon arrival

An officer from APPC will meet you at the airport luggage belt upon arrival. Please do not forget to affix your *APPU sticker* on your shirt or blouse and do not leave the belt without our APPC officer. In case you miss our officer you can telephone them on mobile phone no: 081-836-5245.

You can contact me through email **wasim@wasim.org** or **wasimzafar@yahoo.com** / **wasimzafar@hotmail.com** for any clarifications. You can always contact me at my Office Telephone No: 66-2-5731160, Fax: 66-2-5731161 or my Mobile Number: 66-8-6996-0604. I am looking forward to a fruitful and stimulating four weeks of interaction with you in the APPC–Bangkok.

If you have any question or clarifications please feel free to E. Mail me .

Let's work together to make the OM-2010 a grand success.

Best regards,

Wasim Zafar

Course Director
Operations Management Course-2010