



# Service Quality Management Course, 2012

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13 February - 9 March 2012

*Dear participant,*

Congratulations on being selected to attend the Service Quality Management Course.

As part of the course design, you are required to prepare a pre-course project report about your own postal organization prior to your arrival in Bangkok. The report will be presented to the group during the course. The objective of this pre-course work is to ask the participants to undertake minor research of their own organizations. It will enrich their experience by sharing with others the experiences in their own organization and help them understand the concepts discussed here. They will also become aware of the existing situation and development in other postal organizations.

The pre-course project report should cover the following aspects:

- Quality management structure in your postal organisation;
- Service standards for domestic and international services in your country;
- Quality management and control tools in use;
- Measurement and improvements in quality of service;
- Integrity of postal network and security of postal items;
- Implementation of Total Quality Management (TQM);
- Customer inquiries handling procedures;
- Results of the UPU continuous testing of your postal operator;
- Certification and quality achievement.

The pre-course project report should be neatly typed and may run from 8 - 10 (A4) pages. You will be given 20-30 minutes to present your pre-course project work which will include time for questions and answers.

### ***Importance of pre-course project report***

I wish to add here that the Pre-course project 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 you should make the report comprehensive. By preparing this report you will gain a sound understanding of current postal service scenario in your organization. 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.

Finally please bring your national dress/formal wear for the formal get-togethers and international food festival. Casual clothes will be required for the weekend excursions to the seaside, etc. For the *International Food Festival* where you will be required to cook dishes and perform cultural performances of your country, you may need to bring particular spices, ingredients, etc. to prepare these dishes as well as CD, musical instrument, etc. for your performances.

In case you need any clarification, please do not hesitate to contact me on APPC phone number + (662) 573 3295 or email at [aras@appu-bureau.org](mailto:aras@appu-bureau.org) . You may also get more information about the College through APPU website at <http://www.appu-bureau.org>.

In order to help you to communicate while you are in Thailand, herewith enclosed some Thai words and phrases for your information. You may also look up these words at the APPU website.

I look forward to seeing you in Bangkok,

**Muh. Aras**  
**Course Director**