EC Doc 18.1 Rev 1

Innovations for Future Postal Networks

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Japan Post Co., Ltd.

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I have already explained several times 'Innovation' in our postal business like these examples ...





Innovation refers to a change in one of these technologies.

Technologies:

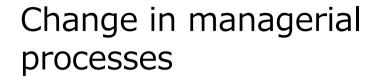
engineering and manufacturing to encompass a range of marketing, investment, and managerial processes.

From 'The Innovator's Dilemma' By Clayton M. Christensen

What is Innovation? (2)



Change in technologies (engineering)







Socioeconomic Changes and Innovations



Advent of Aging Population

Comprehensive daily life support services (Mimamori)

Progress of ICT

Introducing new engineering methods

Advance of Internationalization Travel support for overseas tourists

Report by Postal Services Policy Committee, Ministry of Internal Affairs and Communications of Japan, March 2018



Outline of Mimamori Watch-over Services

Basic Service: Monthly Mimamori

A service in which a post office employee visits the homes of elderly persons monthly, checks their current living situation, and reports to a designated family member or local authorities.

Clients and families can also use 24/7 telephone health consultations.

Additional Service

Emergency visit upon request

Comments from people using Mimamori Services



Client: woman in her 60s, living in Kumamoto



Monthly photos and comments make our wide-spread family feel closer.

(From her family)

want the post office staff to come, which is wonderful.



Client: woman in her 80s, living in Kagoshima

I wondered what kind of person the postmaster was. I found him to be friendly and I could say anything to him.



Client: woman in her 80s, living in Yamanashi

Mimamori in collaboration with local governments



■ Local governments use Mimamori services as part of their welfare services or as part of their administrative services in return for Furusato tax payments.

	Administrative Service Contracts	Furusato Tax Payments
FY 2018	20 local governments	287 local governments

As of July 1, 2019

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Travel support for overseas tourists (1)



Background

Rapid growth of overseas tourists $10 \text{ million}(2013) \Rightarrow 31 \text{ million}(2018)$

Japan National Tourism Organization



Contents of the Services

- 1 Coordinating accommodations and transportation for tourists' preferred route (ex. Tour of Northern part of Japan).
- 2 Providing a Wi-Fi device and an original tour guidebook.
- 3 Providing tourist site information and novelty goods at local post offices.
- 4 Assistance for tourists in an emergency.

Travel support for overseas tourists (2)





Assistance for tourists

Tourists can receive various kinds of support at post offices if they encounter problems while travelling.

Post office novelty goods





Travel support for overseas tourists (3)





This is the address.

こちらが住所です。



品本りの警察署



	Police Station 警察機関	Sakae Machi Police Box ^{栄町交番}	Aizu Wakamatsu Police Station 会津若松警察署
	Address 住所	5-21 Sakaemachi, Aizuwakamatsu-shi, Fukushima 福島県会津若松市栄町5-21	248 Yamamimachi, Aizuwakamatsu Shi, Fukushima Prefecture 福島県会津若松市山見町248
	Phone no. 電話番号	0242-24-4172	0242-22-5454
	Access 局からのアクセス	10-minute walk 徒歩10分	30 minutes by bus 市パスで30分以内

Nearest hospital

緊急連絡先案内

最寄りの病院



Hospital	Takeda General Hospital
病院	竹田綜合病院
Opening hours	24 hours
営業時間	24時間
Address 住所	3-27 Yamaga-cho, Aizuwakamatsu Shi, Fukushima Prefecture 福島県会津若松市山鹿町3-27
Phone no. 電話番号	0242-27-5511
Access	10-minute walk
局からのアクセス	徒歩10分

Travel information

Showing emergency contact information (Nearest police station and hospital)







Summary and Conclusion (1)



- 1. What is innovation?
 - ⇒ Changes in technologies (for socioeconomic changes)
- 2. Technology includes engineering, manufacturing, marketing, investment, managerial processes, etc.
- 3. Innovation in engineering (drones, robots, autonomous cars, etc.) \Rightarrow For higher operational efficiency
- 4. Innovation in managerial processes in post offices
 - ⇒ For new roles of the postal network
 - 1 Mimamori Watch-over Services for advent of aging population
 - 2 Travel support for overseas tourists for advance of internationalization

Summary and Conclusion (2)



Japan Post is trying to improve these new roles of the postal network further and find other innovations for new socioeconomic changes.

Japan will be pleased to cooperate with APPU member countries in the field of innovations both bilaterally and through the UPU* and welcomes your participation in projects for innovations.

*FTF (Future Together Fund): Voluntary contribution from Japan for DRR and Innovations (for advanced technologies and new roles of the postal network)

Socioeconomic Changes and Innovations



Advent of Aging Population

Comprehensive daily life support services (Mimamori)

Progress of ICT

Introducing new engineering methods

Advance of Internationalization

Travel support for overseas tourists

New Socioeconomic Changes

Innovations for new roles of the postal network

Report by Postal Services Policy Committee, Ministry of Internal Affairs and Communications of Japan, March 2018

Summary and Conclusion (2)



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Thank you for your kind attention.

