



Service Quality Management

22nd June to 10th July 2020

Providing a quality driven service is essential for postal operators. The four-week Service Quality Management course looks at all aspects of Improving quality of service. Through a variety of in-class seminars visits, external presentations and group exercises participants will be given a thorough overview on the issues such as dealing with bottlenecks , business process re-engineering, application of Technology in Service Quality Management etc. The Course is led by the APPC Course Director Ms Padmagandha Mishra.

| Quality in Postal Context | Customer Relationship Management | Business Process Reengineering |
|---------------------------|----------------------------------|--------------------------------|
| TQM | Leadership & teamwork | Global Monitoring System |
| PDCA | Improvement for Success | Quality Control Systems |
| Quality Audit | Mail Operations | Performance management |



Ms Padmagandha Mishra, who joined APPC in 2019, will be the Course Director for the **Service Quality Management Course**. With a background in India Post she has vast experience working in the operations as well as in Policy making in national and international postal sector. Before joining APPC she was working in India Post as Director International Relations and Global Business. She has very good knowledge of UPU, APPU and other multilateral organisations



Course Schedule

| Week 1 | Monday | Tuesday | Wednesday | Thursday | Friday |
|--------|--|---|---|--|--|
| AM | Introduction & Ice Break | Global Postal Environment | SQM Course Overview Quality Management | Quality Assurance | Delivery Standards for International Mail |
| PM | Admin Briefing & College Tour | Bangkok in Five Hours | Participant Presentations | Process Management Establishing Service Standards | Visit to Mail Centre & EMS Centre |
| Week 2 | Monday | Tuesday | Wednesday | Thursday | Friday |
| AM | Quality Circles | Global Monitoring System | Quality Audit | Team work for Quality Improvement | Performance Management |
| PM | UPU Quality Control System | Visit to DHL | Visit to SCG Logistics to see TQM implementation | Conflict Management | Visit to Post Office |
| Week 3 | Monday | Tuesday | Wednesday | Thursday | Friday |
| AM | Service level Agreements | Operational Readiness for e Commerce | Quality and Strategy | Talent Development & Management | Change Management |
| PM | EMS Pay for Performance | Site Visit | Group Activity | Visit to Call Center | International Food Festival |
| Week 4 | Monday | Tuesday | Wednesday | Thursday | Friday |
| AM | Customer Relationship management | Visit to Health Promotion Center | On Course Project | SQM Final Presentations | Graduation and Lunch |
| PM | Quality and Operations | On Course Project | SQM Final Presentations | Course Summary | |

Breaks at 1000 and 1445 and lunch 1145-1315 (1145-1345 Fridays)

Text in Red – non-course sessions

Text in green – offsite to inspire innovative thoughts and external stimuli

For information on dates and prices please contact admin@appu-bureau.org

