



# Express Mail Service

29<sup>th</sup> November to 17<sup>th</sup> December 2021

Rapid development in mobile technology, tighter competition, changing customers' need and expectations, customs and security regulations as well as deregulation are some drivers which are influencing the International postal business environment nowadays. EMS is the premium offering of Postal Operators and hence requires the maximum attention to ensure Operational Excellence. This course will cover all issues in EMS and its role in cross-border E-commerce. A UPU led Performance Improvement Workshop will also be held in the 2<sup>nd</sup> week of this 3 week programme. Detailed Country-wise performance will be carried out for all participant's countries present in the course.

<b>EMS Operations</b>	<b>STORM</b>	<b>Pay for Performance</b>
<b>EMS Standards</b>	<b>Customer Relations</b>	<b>Cross Border E-Commerce</b>
<b>EMS EDI</b>	<b>EMS Awards</b>	<b>Best Practices</b>
<b>Performance Monitoring</b>	<b>Action Plan</b>	<b>Site Visits</b>



Ms Yu Yan holds Master Degree of Administration and Bachelor Degree of Economics. She joined the APPC in January 2019. Her working experience in the postal sectors including 10 years focusing on postal operations and over 10 years on strategic planning, regulatory issues, postal reform and business development. From 2003 to 2004, she worked at the International Bureau of UPU, as the project manager of EMS Unit, specializing in the Improver Program. Her previous position before joining the APPU was the Director of the Express Management Division at the Market Supervision Department, State Post Bureau of China (P.R)



# Course Schedule

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
AM	<b>Introduction &amp; Ice Break &amp; Admin briefing</b>	<b>Global Postal Environment</b>	EMS Operations	EMS Pay for Performance	EMS Trends and Operational Issues
PM	<b>Bangkok in Five Hours</b>	EMS Course Overview	<b>Participant Presentations</b>	EMS Imbalance Accounting	<b>Visit to Mail Centre &amp; EMS Centre</b>

Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
AM	UPU EMS Performance Improvement Workshop	<b>EMS Operational Guide</b>	EMS Reports Performance Monitoring	EMS Pay-for-Performance Status in Asia Pacific Region	Action Plan Presentation
PM	EMS Standards Agreement	<b>EMS Supply Chain Integration</b>	<b>Introduction of EMSEVT V3</b>	Action Plan Preparation	<b>International Food Festival</b>

Week 3	Monday	Tuesday	Wednesday	Thursday	Friday
AM	EMS Competition & Marketing	<b>EMS Call Center Performance</b>	<b>On Course Project</b>	<b>EMS Final Presentations</b>	Course Summary
PM	<b>Visit To DHL Airport Hub</b>	<b>Visit to Call Center</b>	On Course Project	EMS Final Presentations	<b>Graduation &amp; Lunch</b>

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**

**Text in bold – sessions provided by external presenters**

For information on dates and prices please contact [admin@appu-bureau.org](mailto:admin@appu-bureau.org)

**APPC** Asian-Pacific Postal College  
 Motivate - Connect - Innovate

