



# Operations Management

1<sup>st</sup> to 26<sup>th</sup> March 2021

As a core function of postal business, it is essential for postal managers to understand operational management. The Operations Management course looks at all aspects of mail operations; both domestic and international networks. During this course the participants will be given thorough overview on the issues involved in dealing with operations through a variety of seminars, best practices, case studies, external presentations and group exercises. The purpose of this course is to develop the ability in the participants to improve the efficiency, productivity and quality of the overall mail operation in their respective country. The course is led by APPC Course Director Ms Padmagandha Mishra.

Operational Excellence	Routing	Network Pipelines
Domestic and International	e-Commerce Operations	Quality Management
Collection	Processing	Delivery
Innovation	UPU Overview and Strategy	Logistics



Ms Padmagandha Mishra, who joined APPC in 2019, will be the Course Director for the **Operations 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

