

APPC

Asian-Pacific Postal College
Motivate Connect Innovate



Operation Management

The workshop is designed to impart knowledge on all aspects of end to end Mail Operations including the Supply Chain Management, visibility and reliability of Mail Flow System, Quality Monitoring, efficient coordination with the customs and airlines, service standards, understanding the data format and importance of data quality and effective use of technology for the improvement of efficiency, productivity and quality of the entire operation system. This Course is led by the APPC Course Director Ms Padmagandha Mishra.

E2E Mail Operations	Total Quality Management	Electronic Advance Data
Fulfillment Centers	Technology and OM	Innovation amidst Disruption
E-Commerce and SCM	Last Mile Delivery	Global Postal Model



Ms Padmagandha Mishra, who joined APPC in 2019, will be the Course Director for the **Operation Management Workshop**. 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

APPU

Asian-Pacific Postal Union
taking posts into the future

