



Postal Management Course (PMC)

The Postal Management Course is the longest duration course offered by APPC and provides participants with an understanding on all aspects of postal management. It covers wide range of topics like strategy formulation, operations, marketing, logistics, e-Commerce, Strategic Cost Management, Leadership Management and HRM. Generally the course also includes a five-day study tour abroad. This will allow the participants to learn more on Best Practices.

Policy Management	Strategy	Marketing
e-Commerce	Logistics and Supply Chain	HRM
Operations	Retail Management	Project Management
TQM	Domestic & International	Global Postal Strategy
Innovation Management	Customer Experience	Exercises/Site Visits
	Role of Posts and services	Strategic Cost Management



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

