

Last Mile Delivery and Fulfillment Workshop

Objectives:

The workshop is designed to take a closer look at postal vision brand new for 2021 and onward. Through case studies, group discussions and guest speaker sharing sessions, participants will investigate the key issues facing the Posts to become an important player in last mile delivery and fulfillment operations.

Who should attend?

Managers responsible for retail, e-commerce, marketing, customer relationship management, and corporate strategy.

Duration: 5 Days

Outlines:

- Understand the challenges faced and what can had been done to increase the customer experience in the fulfillment and last mile;
- Focus on the improvement needed in the fulfillment and last mile service to enable the collaboration with different stakeholders;
- Strategic thinking of transforming Posts to become an important player in logistics and last mile delivery operation
- Innovative solution for sustainability in fulfillment and last mile deliveries

Agenda

Day 1	Post, Pandemic and finding a new purpose Increase customer experience
Day 2	Enable the collaboration with different stakeholders Last mile solutions in the post-covid world
Day 3	Scenario planning E-commerce eco-system
Day 4	Customer insight Improve Post brand awareness
Day 5	Question and answer Group work activity