

Annex 1.4 Quality Management for Service Excellence

Objective:

To impart knowledge and practical skills in service quality, the tools and techniques of quality improvement, the measurement of quality and understanding the concepts of total quality management including the identification of internal and external customers so that the managers can improve the quality of postal services by employing these principles in mail flow pipelines, counters and customer service.

Who should attend?

Managers who are directly working in Quality Control, Customer Care, Operations and Post Office management either at headquarters or at operational level.

Course Duration: 5 Days

Course Outline:

- Quality Management
Quality Concepts-definition and direction, tools and techniques of Quality Management, Total Quality Management (TQM), the role of quality in meeting challenges, quality in service organisations, customers – internal and external, customer care
- Measurement Setting Standards
Developing service standards in mail flow processing, counter operations, customer care and other processes, measuring and controlling processes, benchmarking and best practices with examples from Post and other organizations, quality linked payments in international mail and parcels.
- Process Management – Process Mapping
- UPU certification and quality management

Agenda:

Day 1	Quality Concepts: Tools and Techniques of Quality Management Quality of Service in the Digital Age
Day 2	Developing Service Standards in End to End Mail Flow Processing
Day 3	UPU Certification and Quality Management UPU Quality Control System
Day 4	E-Commerce Trends-Quality Parameters for the Post Leadership-Customer Focus Learning Culture
Day 5	Questions and Answer Workshop Summary