

Annex 1.6 Setting Service Standards

Objective:

This workshop is designed to help individual designated postal operators by equipping their managers with the necessary techniques and information to set and monitor service standards within their own Organizational and market parameters and ultimately increase the customer base.

Who should attend?

Postal managers, particularly of operational areas who are responsible for establishing and monitoring service standards

Course Duration: 5 Days

Outline:

- Service quality - what is it?
- Customer focus
- Service standards and the changing environment
- Building market driven and customer-responsive end-to-end service standards
- Setting standards
- Improving processes
- Evaluation
- Refining service standards
- Measuring and monitoring

Course Agenda

Day 1	Understanding End to End Operational Processes Defining Service Standards Quality Certification System of UPU
Day 2	Customer experience Management: Customer is the key
Day 3	Digitalization and Service Delivery
Day 4	End to End Reliability Setting up Standards for each segment (E2E)
Day 5	Question and answer Workshop Summary