



Parcel and Logistics Management

25th April to 20th May 2022

With the integration of new technologies, major developments in the last mile, and opportunities to meet customer demands in e-commerce, Posts is facing great opportunities but at the same time not fully engage with the key issues in the development and management of new products/services. The four-week Parcel and Logistics Management online course aims to talk through the most exciting developments taking place in the postal sector, give a thorough overview of digital transformation, innovating fulfilment, last mile delivery and Post & Parcel strategy. Participants will earn insights and get skills needed to drive business forward on innovation and customers service.

Post Covid challenges faces	Logistics and Supply Chain	Managing Customer Experience
Warehouse Management	Leg 2 Management	Cross Border e-Commerce Trends
Dynamic Pricing	Measuring Performance	Global Postal Strategy
TQM	IT Tools	Group work Activity



Ms Yu Yan holds Master Degree of Administration and Bachelor Degree of Economics. She joined the APPC in January 2019. Her working experience in the postal sectors including 10 years focusing on postal operations and over 10 years on strategic planning, regulatory issues, postal reform and business development. From 2003 to 2004, she worked at the International Bureau of UPU, as the project manager of EMS Unit, specializing in the Improver Program. Her previous position before joining the APPU was the Director of the Express Management Division at the Market Supervision Department, State Post Bureau of China (P.R)

