

## EXECUTIVE COUNCIL 2025

### REPORT ON THE ACTIVITIES OF THE UNION (Report by the APPU Bureau)

<b>1. Subject</b> Informing EC of: - the activities of the Training Section of the Union for 2024 & 2025	<b>Paragraphs</b>  § 1-7
<b>2. Decisions expected</b> The EC is invited to: - take <b>note</b> of the report	§ 1-7

- 1 In 2024, the College organised the majority of the training programs physically. However, a couple of online courses and workshops were retained to reach wider participation and ensure the robustness of the online training system.
- 2 At the end of the year 2024, the College successfully completed 2 online courses, 12 physical courses, 10 physical workshops, 10 special physical workshops/ programs, and 4 external training programs. Details of the programs are as follows:

#### Online Courses

No.	Workshops	Period (2024)
1.	Digital Transformation in Postal Sector (DTP)	25 March – 5 April
2.	Postal Strategy: Formulation & Execution (PSFE)	25 March – 5 April

#### Physical Courses

No.	Courses	Period (2024)
1.	Business Development and Marketing (BDM)	29 - 23 February
2.	Managing Quality of Service (MQS)	29 - 23 February
3.	Human Resource Management (HRM)	13 May - 7 June
4.	Parcel, Logistics and Operations Management (PLOM)	13 May - 7 June
5.	International Postal Services (IPS)	24 June – 19 July
6.	Marketing and Innovation for Posts (MIP)	24 June – 19 July
7.	E-Business and Technology (EBT)	5 – 23 August

No.	Courses	Period (2024)
8.	Postal Financial Services (PFS)	5 – 23 August
9.	e-Commerce Solutions and Supply Chain Management (ESC)	16 September – 4 October
10.	International Mail Accounting (IMA)	16 September – 4 October
11.	Postal Management (PMC)	21 October – 29 November
12.	Express Mail Service (EMS)	11 – 29 November

### Physical Workshops

No.	Workshops	Period (2024)
1.	Advanced Business Planning (ABP)	12 - 16 February
2.	Service Excellence in Postal Sector (SEPS)	12 - 16 February
3.	Performance Management of Workforce (PMW)	27 - 31 May
4.	Last Mile Delivery and Fulfilment (LMDF)	27 - 31 May
5.	Sustainable Development in the Postal Sector (SDPS)	3 - 5 June
6.	Driving Digital Strategy (DDS)	12 - 16 August
7.	Financial Inclusion Through Posts (FITP)	12 - 16 August
8.	Supply Chain Management (SCM)	23 - 27 September
9.	Leadership and Innovation Management (LIM)	25 - 29 November
10.	Express Mail Service (EMS)	25 - 29 November

### Special Physical Workshops/ Programs

No.	Workshops	Period (2024)
1.	UPU Regional Project on “Operational Efficiency and E-Commerce Development (ORE 3) – Workshop for Asia with special emphasis on EMS	18 - 22 March
2.	Intensive International Mail Accounting	6 - 10 May
3.	UPU Workshop on "The EAD and CDS/ IPS Training” for Designated Operators of the Asia-Pacific Region	18 - 20 June
4.	UPU Workshop on "Regional Transport” for Designated Operators of the Asia-Pacific Region	18 - 20 June
5.	Intensive EMS	29 July - 2 August
6.	UPU Workshop on "Disaster Risk Management for the Asia-Pacific Region"	3 - 5 September
7.	Leadership and Innovation Management Workshop for Qatar Post	17 - 21 November

No.	Workshops	Period (2024)
8.	Business Development and Marketing for Korea Post	14 - 18 October
9.	QSF Project on "Capacity Building for Mail Quality Improvement of LDCs in Asia-Pacific"	18 - 22 November
10.	The UPU Regional Project on "Operational Efficiency and E-commerce Development (ORE 3) - Workshop for Asia with Special Emphasis on Physical Services, Mail Processing, EDI and Visibility	2 - 6 December

#### External Training Program/ Specialized Capacity Building Program

No.	Program	Period (2024)
1.	Terminal Dues Training in the USA	13 - 17 May
2.	Capacity Building Program on "Marketing, Innovation and Operational Excellence for Lao Post"	25 - 29 June
3.	Capacity Building Program "Marketing, Innovation and Operational Excellence" for Bhutan Post	16 - 18 September
4.	Postal Policy and Regulation Workshop in Hanoi, Vietnam	10 - 12 December

3. In total, there were 59 weeks of training activities in the College in 2024, which were attended by 195 participants from 34 countries. In total, the Bureau organized/ hosted both internal and external capacity-building activities for more than 500 participants throughout the year.
4. In 2024, the College organized dedicated Capacity Building Programs in the member countries with the support of the India Fund through the UPU. A program on "Marketing, Innovation and Operational Excellence" was organized for Lao Post at Vientiane in June 2024, which was attended by 26 participants. Another program was held in Bhutan in September 2024 on "Marketing, Innovation and Customer Service", which was attended by 30 participants. The Bureau is working closely with the other member countries in the development of similar dedicated Capacity Building Programs.
5. A new Smart Classroom was established in the College with the support of the India Fund through the UPU. The Smart Classroom was inaugurated on World Post Day 2024 by H.E. Mr. Nagesh Singh, the Ambassador of India to the Kingdom of Thailand. This facility is now being used to conduct hybrid training programs that benefit the wider online and offline participation from the member countries.
6. In the period, the Library in the APPU was modernized into a Digital Library aimed at providing seamless and efficient access to a wide array of physical and digital resources. To support this initiative, a modern digital library management system has been implemented alongside upgraded IT infrastructure. This development is intended to significantly enrich the learning experience of participants.

7. The 2025 training program comprises a total of 14 courses, including 2 online courses and 10 workshops. From January to June 2025, the College was able to complete 9 courses, 6 workshops, and 1 external capacity building program as per the information provided below: -

<b>Courses</b>	<b>Period (2025)</b>
Digital Transformation in the Postal Sector Course	13 - 24 January
Postal Strategy: Formulation and Execution Course	13 - 24 January
Business Development and Marketing Course	3 - 28 February
Managing Quality of Service Course	3 - 28 February
EMS Course	17 March - 4 April
e-Commerce Solutions and Supply Chain Management Course	17 March - 4 April
Specialized Capacity Building Program on the 28 <sup>th</sup> Universal Postal Congress	5 May- 16 May
International Mail Accounting	26 May- 20 June
e-Parcel, Logistics and Operations Management	26 May- 20 June

<b>Workshops</b>	<b>Period (2025)</b>
Advanced Business Planning Workshop	17 - 21 February
Service Excellence in Postal Sector Workshop	17 - 21 February
EMS Workshop	24 - 28 March
Supply Chain Management Workshop	24 - 28 March
UPU Remuneration Workshop	9-13 May
Last Mile Delivery and Fulfilment Workshop	9-13 May

<b>Specialized Capacity Building Programs</b>	<b>Period (2025)</b>
External Capacity Building for Postmasters of PHL Post	23 - 25 April