

REPORT ON THE ACTIVITIES OF THE UNION

Report by the Director of APPU Bureau

Subject	References/Paragraphs
Report on the Activities of the administrative Section of the Union Report on the activities of the Training Section of the Union	§§ 1 to 10 §§ 1 to 13
Decision expected Take note of the report	§§ 1 to 10, §§ 1 to 13

Administrative Section

1. APPU EC Meeting in Islamabad from 24-28 March 2015
2. Director Lin was the first speaker of Universal Postal Union World Strategy Conference 13 -14 April 2015 in Geneva.
3. Director Lin attended UPU POC from 15-18 April 2015 in Bern Switzerland and made a report after the conference.
4. The UPU Strategy Conference and APPU Roundtables were conducted from 24-28 August 2015 for 94 delegations from 26 APPU member countries. During which the APPU reform proposal developed by the Bureau was discussed and put forwarded to Malaysia as the Chair of WG on the review of roles and functions of the APPU-EC
5. Director Lin visited Indonesia from 13-14 May 2015 .The objectives are to strengthen close relations and cooperation among Indonesia and APPU.
6. Director Lin attended UPU CA from 5-12 November 2016 at in Bern, Switzerland and made a report after the conference.
7. APPU Postal Business Forum “Delivering on the Strategy” was organized from 23-25 November 2015 for 77 participants from postal operators and the private sector.
8. Activities on improving working Relationships with relative organizations like ITU (International Telecommunication Union), APT (Asia-Pacific Telecommunity), WCO (World Customs Organization), IATA (International Air Transport Association) , MICT

(Ministry Information and Communication Technology), NBTC (The national Broadcasting and Telecommunications Commission).

9. The Bureau attended Meeting in Kolkata India from 18 -23 January 2016
10. Director Lin attended the UPU CA/POC Joint session in Bern, Switzerland 16-20 February 2016 and made a report after the conference.

Training Section

1. During the year 2015, the Training Section of the APPU Bureau conducted 15 courses, attended by 198 participants and 10 External Training Programmes attended by 195 participants.

Regular Courses	Dates	Participants
Postal Retailing & Sales Management	12 to 30 Jan	12
Advanced Business Management	12 to 30 Jan	13
	16 Feb to 6 Mar	11
Postal Business Development	16 Feb to 6 Mar	17
Operations Management	16 Mar to 10 Apr	13
Marketing & Innovation for Posts	16 Mar to 10 Apr	11
Human Resource Management	4 to 29 May	9
Service Quality Management	4 to 29 May	10
E-business and Technology Management	15Jun to 3 Jul	18
International Postal Services	3-28 Aug	14
Parcels & Logistics Management	3-28 Aug	12
Postal Management Course	7 Sep to 23 Oct	8
Strategy Formulation & Execution	7 Sep to 2 Oct	18
Express Mails Service	9-27 Nov	14
Costing & Pricing	9-27 Nov	18
External Training Programmes	Country	Participants
Managing a Post Office (March)	Malaysia	26
Sustainable Dev. and Business Practices (June)	Macau, China	17
Quality Improvement of Postal Service (July)	Bhutan	11
International Mail Operations (August)	Timor-Leste	27
International Mail Operations (September)	Bangladesh	20
Customer Orientation (October)	Macau, China	25
Parcel & Logistics Management (November)	Brunei Darussalam	17
International Postal Service (December)	Hong Kong, China	14
Quality Improvement of Postal Services (Dec)	Vanuatu	11
Quality Improvement of Postal Services (Dec)	Myanmar	27

2. The College developed a Postal Regulation Master Class series of two courses. The Postal Sector Policy Master Class was conducted from 20th April to 1st May for 14 officers. The Universal Service & Practical Regulation Master Class was conducted from 12th -23rd October 2015 for 11 participants.
3. A special training program on Express Management was conducted from 6-11 July 2015 for 17 officers from China Express Association.
4. A special training program on Equalization on Universal Postal Services from 23 August to 4 September 2015 for 19 postal officers from State Post Bureau, China.
5. Five UPU workshops were conducted and attended by 112 participants from 22 countries.
6. A UPU symposium on EMS cross-border e-commerce for senior management of the Asia-Pacific region was conducted from 18 to 19 June for 30 participants from 18 countries.
7. A UNI-Apro-APPC joint seminar on Post and Logistics was organized from 28-29 July 2015 for 21 participants from 14 postal unions.
8. A Special Program on “Accrual Accounting Course” for 13 officers from India Post was organized from 30 November – 4 December 2015.
9. Five Special Programs were conducted during five regular training courses, attended by 47 participants.
10. Since 1 January 2016, the Training Section has conducted 4 regular training courses for 582 participants.

Regular Courses	Dates	Participants
Advanced Business Management	11 to 29 Jan	11
Postal Retailing & Sales Management	11 to 29 Jan	9
International Mail Accounting	15 Feb to 4 Mar	15
Postal Business Development	15 Feb to 4 Mar	19
Human Resources Management	14 Mar to 8 Apr	14
Strategy Formulation & Execution	14 Mar to 8 Apr	14

- UPU workshop on Disaster Risk Management was held from 19-20 January 2016 for 45 participants from 18 countries.
- Four external training programs were conducted in Hong Kong, China, Malaysia (2ETPs) and Brunei Darussalam for 81 participants.
- Five special training programs were conducted during five regular training courses, attended by 36 participants.
- APPU-La Poste-UPU 3rd seminar on New Postal Supply Chain Requirements to Secure Business Opportunities was conducted for 26 participants from 20 countries from 23-25 March 2016.

- Postal Sector Policy Master Class was conducted from 25 April to 5 May 2016 for 6 participants.

11. The Training Section will carry out 9 more regular courses

Regular Courses	Dates
Operations Management Course	9 May to 3 Jun
Service Quality Management	9 May to 3 Jun
E-Business & Technology Management	13 Jun to 1 Jul
International Postal Services	1 to 26 Aug
Postal & Logistics Management	1 to 26 Aug
Postal Management Course	12 Sep to 28 Oct
Marketing & Innovation for Posts	12 Sep to 7 Oct
Express Mails Service	14 Nov to 2 Dec
Costing and Pricing Course	14 Nov to 2 Dec

12. The following activities are planned throughout 2016.

- E-Commerce Operations from 23-27 May 2016
- Special training program for CEA, China from 11-25 June 2016
- Special training program for SPB, China from 3-16 July 2016
- Postal Regulations Master Class from 17-28 October 2016 on Universal Service and Practical Regulation
- A UPU 7th Electronic postal payment services workshop from 10-12 May 2016
- A UPU workshop on Terminal Dues from 4-6 July 2016

13. Replaced Air-conditioner in all 20 Dormitory rooms.