



Express Mail Service

1st to 19th August 2022

Rapid development in mobile technology, tighter competition, changing customers' need and expectations, customs and security regulations as well as deregulation are some drivers which are influencing the International postal business environment nowadays. EMS is the premium offering of Postal Operators and hence requires the maximum attention to ensure Operational Excellence. This course will cover all issues in EMS and its role in cross-border E-commerce. A UPU led Performance Improvement Workshop will also be held in the 2nd week of this 3 week programme. Detailed Country-wise performance will be carried out for all participant's countries present in the course.

EMS Operations	STORM	Pay for Performance
EMS Standards	Customer Relations	Cross Border E-Commerce
EMS EDI	EMS Awards	Best Practices
Performance Monitoring	Action Plan	Site Visits



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)



Course Schedule

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Introduction & Ice Break & Admin briefing	Global Postal Environment	EMS Operations	EMS Pay for Performance	EMS Trends and Operational Issues
PM	Bangkok in Five Hours	EMS Course Overview	Participant Presentations	EMS Imbalance Accounting	Visit to Mail Centre & EMS Centre

Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
AM	UPU EMS Performance Improvement Workshop	EMS Operational Guide	EMS Reports Performance Monitoring	EMS Pay-for-Performance Status in Asia Pacific Region	Action Plan Presentation
PM	EMS Standards Agreement	EMS Supply Chain Integration	Introduction of EMSEVT V3	Action Plan Preparation	International Food Festival

Week 3	Monday	Tuesday	Wednesday	Thursday	Friday
AM	EMS Competition & Marketing	EMS Call Center Performance	On Course Project	EMS Final Presentations	Course Summary
PM	Visit To DHL Airport Hub	Visit to Call Center	On Course Project	EMS Final Presentations	Graduation & Lunch

Breaks at 1000 and 1445 and lunch 1145-1315 (1145-1345 Fridays)

Text in Red – non-course sessions

Text in green – offsite to inspire innovative thoughts and external stimuli

Text in bold – sessions provided by external presenters

For information on dates and prices please contact admin@appu-bureau.org

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