



Digital Innovation and Development of Postal Services (DID) Workshop

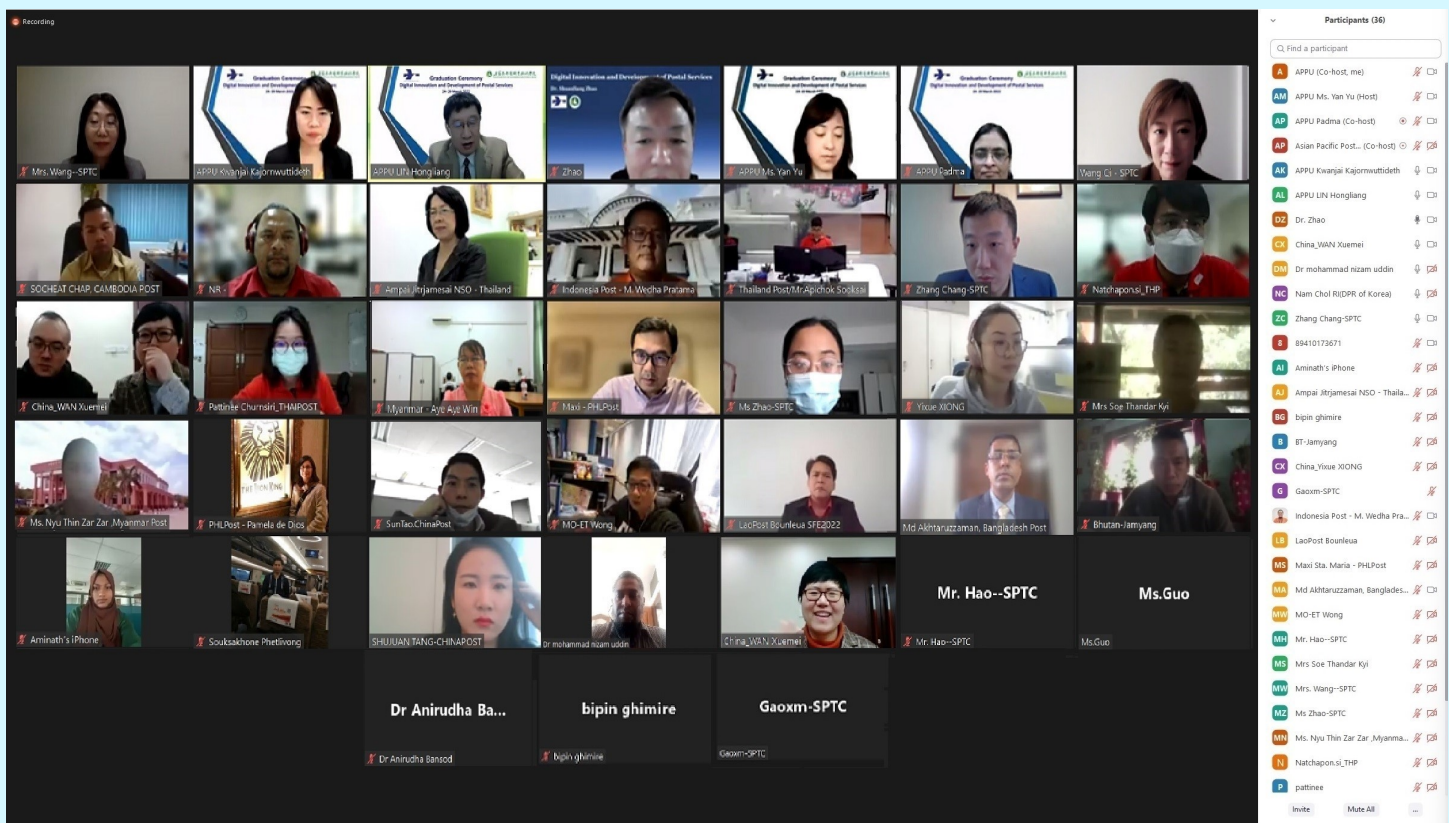
New technologies and capabilities are driving real changes in consumers' behaviours and expectations. The rapid changes create more frequent entry opportunities for competitors. Understanding the latest trends and technologies is essential to sustaining the postal business. At the heart of all, there is the call for digital innovation and postal service development.

APPC conducted a special online workshop on "Digital Innovation and Development of Postal Services (DID)" from 24 - 29 March 2022.



This workshop was facilitated by Shijiazhuang Posts and Telecommunications Technical College (SPTC) of China, the strategic partner of APPC. They were the academic staff from SPTC, namely,

Professor Dr Zhao Shuanliang, Professor Dr Wang Xiaoping, Associate Professor Zhao Ronggai, Dr Zhang Chang and Ms Wang Qi.



The workshop was aimed at postal operators who were driving or intending to find a strategy to transform the postal network into a digitalized platform. It provided the sharing of digital innovation in postal services and tools in different fields.

The key focus areas were:

- Framework for digital innovation of postal services
- Transformation of postal business outlets
- Trends in the delivery business and new postal delivery services
- Digital innovation approaches for postal services and new digitalized postal services



UPU improves and expands distance learning

UPU's distance learning tool, TRAINPOST, has been modernized and relaunched with new features that will help to bridge the gap between more developed and less developed countries' Posts.



TRAINPOST is a distance-learning platform offering free modular courses on a range of topics, including postal reform and regulation, postal products, financial services, management of postal operations, postal technologies, and human resource management techniques.

TRAINPOST has benefited 192 countries, Jouini said, with more than 25,000 participants trained since 2006 in eight training fields.

TRAINPOST is changing its target population, technological capabilities, and wide range of features, with involvement from the UPU regional training centres and postal operators' stakeholders, such as customs and airlines, said the platform's administrator, Sofiene Jouini, Subdirector of the Tunisian Post Virtual School.

Please refer to the following URL link to find out more.

<https://www.upu.int/en/Newsletter/UPU-improves-and-expands-distance-learning>

Upcoming APPC Courses / Workshops

The training courses for May 2022 are:

Parcel & Logistics Management (PLM)

25 Apr – 20 May 2022

Human Resource Management (HRM)

25 Apr – 20 May 2022

The training workshops for May 2022 are:

Last Mile Delivery and Fulfillment (LMDF)

2 – 6 May 2022

Strategic Human Resource Management (SHRM)

2 – 6 May 2022

