



Last-mile delivery and Fulfillment

As online shopping grows in popularity and ubiquity, retailers and logistics providers have tried to find innovative ways to fulfill consumer expectations. While order fulfillment is still the backbone of retail businesses, today's customers want fast delivery times. Thus, the main challenge for businesses is to deliver fast while keeping costs low. The modern customer's expectations of fast delivery come from online retail speed. That's why ensuring your product arrives at the customer's door as soon as possible is essential to maintaining customer satisfaction. The workshop is designed to take a closer look at postal transformation operations for 2023 and onward. Through case study, group discussions and guest speaker sharing sessions, participants will investigate the key issues facing the Posts to become an important player in last-mile delivery operations

Understand Last-mile delivery

Smart and Predictive shipping Technology

Case Study from Posts

Last-mile delivery in e-Commerce

Crowdsourcing

Site Visits

Fulfillment networks

Last-mile scenario planning

Summary of the workshop



Mr. Anucha, who has been re-appointed APPC in January 2023, will deliver the PLM course. He has gained a lot of experiences from his past experiences as Course Director of APPC during 2014-2019. Many in-house courses have been conducted including the External Training Programs (ETP) abroad such as Brunei Darussalam, Hong Kong, Lao, Malaysia, Macau, Myanmar, Sri Lanka, Timor Leste and Vietnam. With a background in Thailand Post over 30 years experiences working in various areas such as International postal operations, Logistics Management and Sales and Marketing etc., he can contribute his knowledge and expertise to all participants and the Posts.

