



ASIAN-PACIFIC POSTAL UNION

Our Ref. 02/5/170 (23)-VS/yy

31 March 2023

APPU members:

Afghanistan, Australia, Bangladesh, Bhutan,
Brunei Darussalam, Cambodia, China, Fiji,
India, Indonesia, Iran, Japan, Korea, Lao PDR,
Malaysia, Maldives, Mongolia, Myanmar,
Nauru, Nepal, New Zealand, Pakistan,
Papua New Guinea, Philippines, Samoa,
Singapore, Solomon Islands, Sri Lanka,
Thailand, Tonga, Vanuatu and Vietnam

Subject: Survey on the APPU RTCAP/Consultancy Section's Initial Work Plan

Dear APPU members,

The Asian-Pacific Postal Union (APPU) is inviting your attention to the Consultancy Section of the APPU as we commit to assisting APPU members in improving operational efficiency and effectiveness while addressing new demands and challenges they have to deal with. As you are aware, the 13th Congress of the APPU decided to enhance the role of the RTCAP/Consultancy Section.

The Bureau is currently reviewing and drafting the Work Plan of the Section, and we want to make sure that its activities are meeting the needs and expectations of our members. In order to prepare a Work Plan that opens a path for growth, collaboration, and communication, we would like to request your organization to participate in our Survey on the Consultancy Section's initial Work Plan.

Your feedback through this Survey is extremely valuable to us and will help us in continuing to improve and enhance the work for all members.

We would like to thank for your kind cooperation and look forward to receiving the completed Survey by **28 April 2023**.

Yours sincerely,


Dr. Vinaya Prakash Singh
Secretary General



Survey on the APPU RTCAP/Consultancy Section's Initial Work Plan

Please complete the survey and return no later than 28 April 2023, to the following contact person at the APPU Bureau:

Ms. Yan Yu
 RTCAP/ Consultancy Section Manager
 P.O. Box 1, Laksi Post Office
 Bangkok 10210, THAILAND
 Fax: +66 2 573 1161
 E-mail: yuyan@appu-bureau.org

Member country	
Full name (person completing the questionnaire)	
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms	
Position/title/organization	
Address	
Tel.	E-mail
Place/date	Signature

Part I Organization Profile and Technology Usage

(Please tick the box ☐ that corresponds to your choice)

1. Which of the following best describes the size of your organization?
 - ☐ Small (1-50 employees)
 - ☐ Medium (51-250 employees)
 - ☐ Large (251+ employees)
2. Has your organization ever utilized the services of the Regional Technical Center for Asian-Pacific (RTCAP) before?
 - ☐ Yes
 - ☐ No
 - ☐ Don't know
3. To what extent does your organization rely on IT systems to conduct day-to-day mail operations?
 - ☐ Heavily rely on IT systems
 - ☐ Somewhat rely on IT systems
 - ☐ Mainly rely on manual work
 - ☐ Do not have an IT system
4. Which of the following mail operating systems is your organization currently using?
 - ☐ IPS
 - ☐ IPS.POST
 - ☐ Own-developed system
 - ☐ Other (please specify)
5. What percentage of your organization's outlets or branches currently have Internet access?
 - ☐ 0-25%
 - ☐ 25-50%
 - ☐ 51-75%
 - ☐ 76-100%

Part II Interest in the future service

(Please tick the box ☐ that corresponds to your choice)

6. If you have not used the RTCAP services before, would you be interested in using the expanded Consultancy Section services of the APPU in the future?
 - ☐ Yes
 - ☐ No
 - ☐ Maybe
7. What types of consultancy services would you be interested in receiving (Tick all that apply)
 - ☐ Policy advice
 - ☐ Trend analysis
 - ☐ Information collection

- ☐ Strategic planning
- ☐ Marketing and branding
- ☐ IT and technology
- ☐ Performance review
- ☐ Others (please specify)

(please fill in the details here)

Part III Service preferences

The following part uses a scale of 1 to 5 with **1 being "not interested", 5 being "Strongly Interested"** and **3 being "Generally Interested"**. (Please rate each area by ticking the suitable number from 1 to 5 against each).

8. Which of the following areas the APPU Consultancy Section related to Providing Expertise and Knowledge would be most beneficial to your organization.

Areas	1	2	3	4	5
Provide training and solve operational issues for the practical implementation and use of UPU PTC IT solutions and services for the international postal operations					
Extend the current training support into the data quality and activity compliance field					
Provide regular updates on the latest trends and best practices in the relevant fields					
Conduct research and analysis to support evidence-based decision-making					
Offer assistance and guidance on policy development and implementation					
Provide support in the area of capacity-building and staff development					

9. Which of the following areas of the APPU Consultancy Section related to Facilitating Collaboration would be most beneficial to your organization?

Areas	1	2	3	4	5
To be a regional interface between APPU and UPU for regional issues					
Research and propose opportunities for the postal sector to respond to government and regulatory requirements in the region					
Provide regular information sharing on UPU regional projects (key metrics/ indicators) to track progress, identify areas for improvement, and collaborate on joint initiatives					
Provide a platform for organizations to share best practices and learn from one another					

10. Which of the following areas of the APPU Consultancy tasks related to Building Capacity would be most beneficial to your organization?

Areas	1	2	3	4	5
Provide opportunities for members to attend conferences, workshops, and other events to learn about the latest progress, technologies, and best practices in the respective fields					
Conduct a digitalization gap analysis to identify areas where members may need additional training or support					
Establish partnerships with other organizations to share information and expertise, and co-create solutions to common challenges					

11. Which of the following new areas that the APPU Consultancy Section could take up would be most beneficial to your organization

Areas	1	2	3	4	5
Collaborate with relevant stakeholders in areas such as transportation infrastructure or e-commerce regulations					
Promote the sustainable growth of the postal sector					
Invest in research and development to support innovations and new product/service development that addresses current or emerging challenges					
Collaborate with government agencies, academic institutions, or other stakeholders to develop industry standards or best practices that support common goals					

12. Are there any other areas that you think APPU should consider in the RTCAP/ Consultancy Section Work Plan?

(please fill in the details here)

Thank you for completing the survey!