



Operations Management (OM) Workshop

27 November-1 December 2023

As e-commerce grows in popularity and ubiquity, retailers and logistics providers have tried to leverage the efficient operational processes to fulfill the customer expectations. Posts are considered as one of the last-mile service providers who respond to the growth of e-commerce with efficient and nationwide coverage of last-mile delivery. End to end mail operational processes are more required from the customers starting from the first-mile, middle-mile until the last-mile delivery. Some aspects need to be focused on by the Posts: Logistics and Supply Chain Management, Visibility of data exchange between all parties concerned, Measurement of quality of service, Innovative solutions for operational processes and advanced technology implementation. Through case study, group discussions and guest speaker sharing sessions, participants will investigate the key issues facing and apply the knowledge from the workshop for the Post to become an important partner of e-commerce business.

Understand Mail Operations	Supply Chain Management	Case Study from Posts
Measurement of Service Quality	Cooperation between Posts and Partners	Site Visits
E-Commerce and Role of Posts	Inbound-Outbound Mail operations	Group exercises



Mr. Anucha, who has been re-appointed APPC in January 2023, will be the Course Director for the **OM program**. He comes with a lot of experience from his last term as Course Director of APPC during 2014-2019. Have conducted many in-house courses including the External Training Programs (ETP) abroad such as Brunei Darussalam, Hong Kong, Lao, Malaysia, Macau, Myanmar, Sri Lanka, Timor Leste and Vietnam. Have worked in Thailand Post for over 30 years and have handled 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.

