

We are delighted to share the success story of Maldives Post Limited, a true exemplar in improving EMS performance and service quality through their strategic approaches and continuous efforts. In this interview, Adam Mohamed, Managing Director of Maldives Post Limited, shares the organization's successful experiences and provides insights and advice for others aiming to achieve similar achievements.



Q1: What are the key strategies or approaches Maldives Post employed to ensure outstanding EMS performance in the past few years?

A: Our unwavering focus has always been on service excellence, ensuring the provision of top-quality services and delivering an exceptional customer experience is essential. There is pivotal role of training in guaranteeing reliable services, with a dedicated emphasis on regular in-house training and collaboration with external trainers. Maldives Post employees from various departments, including mail operation, customer care, and IT, actively participated in workshops and courses conducted by APPC and online courses available in TRAINPOST. Furthermore, Maldives Post actively engaged in regional monthly meetings conducted by EMS Cooperative, to learn about best practices followed by the partners in the region.

Q2: Were there any particular challenges or obstacles you encountered during the project, and how did you overcome them?

A: Being an island nation, delivery posed an ongoing challenge. In response, Maldives Post prioritized the enhancement of our domestic network to boost operational efficiency. We developed a Mail Management System to streamline all services provided by Maldives Post. This project significantly improved the updating of delivery events within the prescribed time, resulting in enhanced EMS performance.

Q3: Can you highlight key factors or best practices that you believe contributed to your success in controlling EMS performance?

A: Building strong relationships with major partners, both inbound and outbound, played a crucial role in Maldives Post's success. By keeping partners in the loop and regularly updating the Operational Guide, effective communications were ensured.

MEMBER INTERVIEW

MALDIVES POST'S SUCCESSFUL JOURNEY TO OUTSTANDING EMS PERFORMANCE

Q4: How did you measure and track your progress towards meeting the Gold Award criteria?

A: Maldives Post utilized EMS Cooperative's online systems, such as EMS SMART, I-care system, and QCS to measure and track our progress. These systems furnished comprehensive data and analytics, allowing us to assess the performance against predefined benchmarks and criteria.

We hope these valuable insights from Maldives Post Limited provide a deep understanding of Maldives Post's remarkable journey towards EMS excellence. Their unwavering commitment to service quality, employee training, collaboration with partners, and the utilization of advanced monitoring systems have been instrumental in their remarkable achievements.

