



Operations Management

13th November to 8th December 2023

As a core function of postal business, it is essential for postal managers to understand operational management. The four-week Operations Management course looks at all aspects of mail operations both domestic and international networks. Through a variety of in-class seminars, visits, external presentations and group exercises, participants will be given a thorough overview on the issues involved with dealing with operations. The course offers hands-on training to ensure participants leave APPC with the ability to improve the efficiency, productivity and quality on their Posts.

Operational Excellence	Quality Management	Strategy formulation
Domestic & International Pipeline	Security	Innovation of Posts
Digital transformation in operations	Exercises	Site Visits
E-Commerce operations	Logistics management	Routing optimization



Mr. Anucha, who has been re-appointed APPC in January 2023, will be the Course Director for the OMC course. 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, Laos, Malaysia, Macau, Myanmar, Sri Lanka, Timor Leste and Vietnam. Have worked in Thailand Post over 30 years and have handled various areas such as International postal operations, Logistics Management and Sales and Marketing etc.

