



Managing Quality of Service

The four-week **Managing Quality of Service** Course incorporates the concept and execution of Quality Management while focusing on Improvisation in Process and Product management. The course will lay emphasis on standardization and validation of postal services and products, strategizing improvisation plans, executing innovation, dealing with challenges in improving quality and maintaining sustainability of system. Some key areas of focus will be measurement of quality in postal services and products, UPU standardization, UPU certification, UPU audit, and incentivization for quality improvement. Topics like leadership skills, team coordination and art of communication will empower participants to play an indispensable role while discharging executive duties in organization.

Concept of Quality	Execution of Innovation	UPU Standardization
UPU Certification and Audit	Leadership and Art of Communication	Examples of Leadership Skills
Site Visits	Group Exercise	Supply Chain Management
Operational Excellence	Measurement of Quality	Customer Relationship



Ms. Suchismita is the Course Director for **MQS Course**. Her vast experience of more than 10 years working as executive for implementing quality in India Post products and services brings to the course a pragmatic approach. She has conducted in-house training for implementing standardization and measurement of quality in mail and financial services in more than 8000 post offices of a province. Her knowledge and experience will be beneficial to all participants and postal organizations.

