



Service Excellence in Postal Sector

The third week of the four week Managing Quality of Service Course incorporates a special workshop on **Service Excellence in Postal Sector**. Quality is considered as one of the success factors in market competition. The expectations of customers in today's digital world have redefined the meaning of high quality. Of the myriad challenges faced by the Posts, this is a significant challenge in the competitive e-commerce driven market. The Service Excellence in Postal sector workshop will provide the participants with best practices and experience of delivering high-quality services in the postal industry for mail and financial services. The workshop will cover fundamentals of Quality and UPU Quality Control System (QCS), Quality of service linked remuneration, Supply Chain Management, UPU Quality Audit and Certification, Process Management and Establishing Service Standards. This will enable the participants to plan and execute quality delivery of services and products in their organization

Introduction to Concept of Quality	Dynamics of Quality Management	Challenges in Implementation of Service Standards
Group Exercises	Site Visits	Examples of Leadership Skills
Strategy to Prepare Service Improvement Plans	Art of Feedback Communication Exercises	Plan to Improve and Execute Better Process System
Quality Measurements Methodologies	Best Practices	Effective Execution of Innovation



Ms. Suchismita , who is appointed in APPC in January 2024 , will be Course Director for SEP workshop. Her more than 10 years service in Indian postal sector brings to the workshop vast practical experience along with in-depth knowledge. She was responsible for implementing key performance indicators while delivering postal services and products. She has organized in-house training in field of Mail Monitoring, Soft Skills, Rural Financial business, Marketing of Insurance Plans, Social Media Management etc. Her commitment to create new pathways for learners will lead to unforgettable experience for all participants.

