



## Last-Mile Delivery and Fulfillment

The third week of the four week Parcel, Logistics and Operations Management course incorporates a special workshop on **Last-Mile Delivery and Fulfillment (LMDF)**. As online shopping grows in popularity and ubiquity, retailers and logistics providers have tried to find innovative ways to fulfill consumer expectations. While order fulfillment is still the backbone of retail businesses, today's customers want fast delivery times. Thus, the main challenge for businesses is to deliver fast while keeping costs low. The modern customer's expectations of fast delivery come from online retail speed. That's why ensuring your product arrives at the customer's door as soon as possible is essential to maintaining customer satisfaction. The workshop is designed to take a closer look at postal transformation operations for 2023 and onward. Through case study, group discussions and guest speaker sharing sessions, participants will investigate the key issues facing the Posts to become an important player in last-mile delivery operations.

Understand Last-mile delivery	Smart and Predictive shipping Technology	Innovation in Last-mile delivery
Last-mile delivery in e-Commerce	Last-mile scenario planning	Fulfillment services
How to write the Advanced Business Plan	Crowdsourcing	Case Study
Digital Transformation in Last-mile delivery	Operational Excellence	Site Visits



Mr. Anucha, who has been re-appointed in APPC in January 2023, will be the Course Director for **LMDF special Workshop**. 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, Mongolia, Sri Lanka, Timor Leste and Vietnam. Have worked in Thailand Post for over 30 years and have worked in various areas such as International Postal Operations, Logistics Management and Marketing and Sales etc., he can contribute his knowledge and expertise to all participants and the Posts.

