



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, service reliability, retention of customer, operational efficiency, optimization in logistics management and adaptability to innovation in technology will be key highlights.

Concept of Quality	Innovation and Adaptation	UPU Standardization
UPU Certification and Audit	Revenue Growth and Efficiency	Case Studies
Site Visits	Group Exercise	Optimization in Logistics Management
Operational Excellence	Measurement of Quality	Customer Retention



As the course director for MQS, Ms. Suchismita provides a wealth of experience from her decade-long role in overseeing quality improvements within India Post. Her hands-on experience includes conducting in-house training on standardization and measuring quality in mail and financial services at over 8,000 post offices throughout a province. Her breadth of knowledge will be advantageous for all course participants and postal organizations.

