



## Service Excellence in Postal Sector

The distinguished workshop, “Service Excellence in the Postal Sector”, also a part of Managing Quality of Service Course, is planned to be conducted from 17<sup>th</sup> February to 21<sup>st</sup> February 2025. In this comprehensive session, participants will explore advanced strategies for Quality Management, UPU Quality Control System (QCS), Quality of Service linked Remuneration, Supply Chain Management, UPU Technical and Operational Standards, Business Process Re-engineering, Regulations and Compliance for Managing Quality Service, and Quality Management in Retail Business. Led by renowned industry experts, the workshop will feature in-depth discussions and practical applications, equipping attendees with cutting-edge insights into contemporary trends and exemplary practices. It serves as an invaluable opportunity for the participants to cultivate expertise necessary for delivering unparalleled service quality.

<b>UPU Initiatives</b>	<b>UPU Remuneration</b>	<b>Metrics for Monitoring</b>
<b>Group Exercises</b>	<b>Site Visits</b>	<b>Guest Speakers</b>
<b>Case Studies</b>	<b>Customer Grievance Redressal Mechanism</b>	<b>Quality Management in Retail Business</b>
<b>Quality Measurement Methodologies</b>	<b>Regulations and Compliance</b>	<b>Effective Execution of Innovation</b>



Ms. Suchismita , who joined APPC on January 2024 , will be Course Director for SEPS workshop. She worked in India Post for more than a decade before joining APPC. Her experience and dedication to postal industry ensures that she 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, Communications skills, Retail Management, and Social Media Management, etc. Her commitment to create new pathways for learners will lead to unforgettable experience. for all participants.

