



## EMS

EMS has become an essential component of modern-day postal services, providing customers with fast and reliable delivery of their goods and documents. To ensure the efficient implementation and performance of EMS operations, it is crucial for designated postal operators to understand the latest trends and mandatory requirements on EMS.

The EMS Workshop is a special workshop provided by the APPC in order to equip EMS Managers with the necessary skills and knowledge to effectively plan and strategize the implementation of EMS operations and manage any necessary changes that may arise in the changed business scenario. Through a variety of in-class training, site visits, external presentations and group exercises, the participants will be given a thorough overview on EMS with exposure to best practices in operations and customer service to help them have an edge for EMS in a highly competitive market.

EMS Marketing Trends

EMS Business Plan

EMS Standards and Regulations

EMSEVT V3 and Operational Pipeline

M40 Compliance report

EMS Customer Service

EMS Tools

EMS Pay- for- Performance

EMS Delivery Standards

E2E Performance and Time in Customs

Site Visits

Group Exercises



Mr. Kenichi, who has joined APPC in June 2024, will be the Course Director for **EMS Workshop**. He has a strong background in managing international postal operations, improving delivery processes, and ensuring compliance with industry standards. His working in marketing and expanding EMS services has led to growth and better customer satisfaction in Japan Post. He worked actively at the Kahala Posts Group as a member of Operations Leadership Group and also of Sales and marketing Task Force. He will pass on a lot of experiences in international relations work to participants so that they could grow through the class and activity.

