

## Quality Management in Postal Services

Aim – To develop an understanding of the need for better quality of service in the postal industry, to introduce the concept of Total Quality Management and to learn best practices in improving quality of service in India Post and other postal administrations

Objectives - At the end of the programme the participants will be able to:-

- a) Understand the need for quality of service in service industry
- b) Understand the concept of Total Quality Management
- c) Identify the Key Performance Indicators for ensuring Quality of Service.
- d) Make an action plan for improving the quality of service
- e) Be an effective Leader of the Team for Implementing Quality improvement measures
- f) Benchmark the best practices on quality of service
- g) To understand the role played by modern postal administrations in making postal services more relevant to the common man using technology as an enabler.
- h) To make postal services profitable without losing the connect with people.
- i) To make financial inclusion a reality in an accountable manner.

Contents -

- a) Key Trends in Postal Industry.
- b) Global Postal Model: Challenges & Opportunities.
- c) Role of quality Electronic Advance Data in international mail transmission.
- d) Concept of Total Quality Management.
- e) Technology Initiative of India Post.
- f) Total quality management.
- g) UPU technology products & services-IPS & CDS.
- h) UPU tools on Quality Management- GMS, Integrated Quality Reporting system (IQRS), Quality Control System (QCS).
- i) Role of Customs-improving quality of Postal Supply Chain.
- j) Postal Security: Challenges of Narcotics & Drug trafficking, Mitigation strategies, Security Certification of UPU.
- k) International Mail Processing Centers and Extra-Territorial Offices of Exchange.
- l) Leadership and Team building.
- m) Role of technology in improving quality of service.

Target Audience: Managers / Postmasters who want to acquire the skills critical to develop a better quality of service in the postal industry.

