

# International Advanced Postal Management Programme

## Aim –

To make the postal manager competent in managing the postal services efficiently as customer focused service. The officers will also be enriched with leadership skills.

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

- (a) Understand the postal industry in a global perspective
- (b) Understand the UPU provisions on Postal Operations
- (c) Understand the Post Office technology management.
- (d) Understand the concept of total quality management in Post Office
- (e) Make business model for the postal administrations
- (f) Develop the leadership qualities in Postal managers to help them lead their teams effectively.
- (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 the postal industry world wide
- (b) Basics of UPU regulations on postal operations
- (c) Key processes of international mail operations.
- (d) Technology in Postal Management
- (e) Service quality in the postal services
- (f) Developing the Post as a Business
- (g) Leadership and Team building
- (h) Understanding the importance of India Post Payments bank, Rural ICT & IT Induction, financial inclusion in Postal Services.

Target Audience: Postal Officer at Middle Management Level / Postmasters managing the Postal Services