

International Training Program on Postal e-Commerce & Digital Services

Aim –

To empower the postal managers with knowledge, strategies, and tools to adapt, innovate, and thrive in the dynamic landscape of e-commerce and digital postal services, ensuring sustainable growth and enhanced customer experience.

To make the postal manager competent in handling Mail Operations, Technology management, Quality management. The Officers will also be enriched with leadership skills.

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

- (a) Understand global trends and innovations in postal e-commerce and digital services.
- (b) Understand Mail operations, Mail Management and Mail accounting
- (c) Understand the technology trends in Mail Management
- (d) Understand the concept of total Quality Management
- (e) Develop the leadership qualities in Postal managers to help them lead their teams effectively.
- (f) To familiarize participants with the adoption and implementation of digital solutions in postal operations.
- (g)

Contents –

- a) Key trends in the Postal Industry world wide.
- b) Basics of Mail operations
- c) Trade facilitation and Posts; Cross-border e-commerce
- d) Technology Initiative of India Post
- e) Innovations in Mail Processing & Supply Chain by India Post.
- f) Key processes of mail operations and mail management.
- g) Implementation of digital solutions in postal operations
- h) Improving Quality of Service of International Mails; Global Postal Model
- i) International Mail Remuneration System & Accounting
- j) Operational Readiness for E-Commerce (ORE) project of UPU; Policy interventions for e-commerce promotion
- k) Leadership and Team building

Target Audience: Postal Officer at Middle Management Level / Managers handling International Mail Operations / Mail Accounting and Mail Management