

Training Schedule

International Programme on Quality Management in Postal Sector

Program Overview	One of biggest challenges for any leader in business is to attract and retain customers. Customers make any business exist or otherwise. Customers will stay with a business if the quality of service they get from that business makes him happy. Maintaining and sustaining quality, hence is important for an organisation to be in business. With the ever increasing expectations from the customer, it is appropriate to bring in a quality culture in every organisation which will not only percolate from top to bottom but spread horizontally to suppliers and other stake holders. Making quality a top priority means putting customer needs first. Meeting and exceeding customer expectations by involving everyone in the organisation through an integrated effort is the need of the hour. This programme focuses on various aspects of quality management with special reference to postal sector. It is an effort to share a best practice which can help Posts to improve quality of service delivery.
Aims & Objectives of the Program	<u>Aims & Objectives of the Program:</u> • To develop an understanding of the need for better quality of service in service industry, to introduce the concept of total quality management, to expose to the participant best practices in improving quality of service in India Post and other postal administrations and to understand standardization and measurement of quality of service. • To understand the strengths of the postal services in ensuring last mile mail connectivity, last mile cash delivery, financial inclusion, effective DBT payments, using technology as an enabler.

Day-wise schedule

Day	Session Plan	
	Forenoon	Afternoon
1	Inauguration, Incredible India with focus on Viksit Bharat 2047 Ice Breaking	Leadership & Team Building for Quality Management
2	End-to-End Quality Management of Mail Services in India Post: Hub & Spoke Model	New Initiatives in Mail & Parcel operations to improve service quality
3	Visit to Delhi Metro Rail Corporation (DMRC)& Automated Mail Processing Centre in New Delhi	
4	Total Quality Management - Concept of Service Quality - Service Quality Management Tools	End-to-End Quality Management of Mail Services in India Post
5	Leading Technology Initiatives in India Post	India Post: Development of Financial Services and Financial Inclusion
6	Exposure Visits to the places of National, Cultural and Historical importance in Delhi	
7	Sunday: International Cultural Festival	
8	Study cum exposure tour of Agra	
9	Study cum exposure tour of Agra	
10	Study cum exposure tour of Agra	
11	Technology Advancements leading to Quality Service Improvements in Postal Sector	State of Postal Sector 2025 and Integrated Index for Postal Development Country Presentation
12	Country Presentation	Feedback & Valediction