

## Mail Management Programme

### Aim -

To develop knowledge and understanding of UPU provisions and specific requirements in international Mail Operations, Mail Accounting and mail Management.

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 the UPU provisions on Mail Management
- (b) Understand international mail operations, 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.

### 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 international mail operations and mail management.
- g) International Products & Services
- 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