

# International Training Program on Postal Technologies & Automation

**Aim –** To enhance the capabilities of international postal managers by equipping them with the knowledge and tools required to leverage technology and automation for modernizing postal operations, improving efficiency, and delivering superior customer experiences.

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

- a) Understand the need for quality of service in Postal Sector
- 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) Understand the latest technological innovations shaping the postal sector.
- h) To explore the role of automation in improving efficiency, accuracy, and scalability across various postal functions.
- i) To equip participants with strategies for digital transformation in postal services, focusing on innovation and sustainability.

**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 in Postal Technology & Automation