



AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI) & POSTAL & TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE (POTRAZ)

TRAINING WORKSHOP OUTLINE

Title:	Postal and Courier Standards, Operations and Quality of Service
Date:	5th - 9th June 2017
Duration:	5 Days
Venue:	Vic Falls, Zimbabwe
Tuition Fee:	AFRALTI Members USD1,200; Non-AFRALTI Members USD1,440

Course Overview

This course is designed to give the participants a comprehensive overview of Postal and Courier standards, operations and Quality of service. It is an intensive course that will equip the trainees with essential knowledge and skills required in understanding and implementing Postal and Courier standards, operations and Quality of service framework which in return will help the service industry in achieving both domestic and international standards.

Target Audience: Staff working in Postal and Courier industry.

Pre-requisite/s: Basic Knowledge in postal and courier services and operations.

Pain Points: Some of the challenges that face the Postal sector include:

- Dealing with sophisticated customers
- Giving satisfactory level of services that meet acceptable quality of service.
- Declining revenues and mail volumes
- Globalization (slow paced automation services in most company's processes)
- Bureaucratic tendencies
- Unfair Competition from well funded companies
- Demand from customers to improve quality of service
- Customers expectations in line with evolving market dynamics.

Value Proposition: The training module covers standards, operations and Quality of service that players in the Postal and Courier industry need to understand, formulate and implement at all levels of operations. Adherence to the above mentioned components will lead to:

- Efficient and competitive staff
- Enhanced customer satisfaction
- A strong global Postal and Courier image –Access new markets easily
- Improved performance hence increased revenue growth.
- Reduction in costs by reducing customer churn.
- Consumer Confidence-safe, reliable and good quality services.
- Staff will be able to identify any bottlenecks and take necessary corrective action.
- Achieve competitive advantage due to meeting and exceeding quality of service parameters.

Methodology: The course will be delivered through a combination of PowerPoint presentations, case studies, discussions and group presentations.

Workshop Objectives:

The key objectives are to: To enable Postal, Courier operators and other stakeholders understand the following;

- The fundamentals of operations in Postal & Courier business in line with customers' expectations and market dynamics.
- Impact requisite knowledge that will help staff understand and recognize the meaning of standards, operations and Quality of service respectively and benefits of adhering to the mentioned parameters.
- How to formulate standard operating procedures tailored to improve quality of service.
- The formulation of standards and their wider usage.
- Use of standards/technology to measure Quality of Service.
- Understand regulatory & statutory obligations that Postal & Courier stakeholders need to adhere to.
- Awareness on quality of service framework.
- Reinforce exchange of views and experience relating to the challenges encountered by different stakeholders in dealing with Quality of service management.

Workshop Learning Outcomes: At the end of the workshop participants will be able to:

- To have a comprehensive understanding of Postal & Courier industry operations.

- Implement and enhance Quality of Service delivery framework in the respective jurisdictions.
- Put in place Compliance measures in accordance with UPU and regulatory guidelines.
- Develop effective quality of service procedures that will guide operations and other initiatives.
- Apply relevant quality of service standards to enhance service delivery.

Workshop Contents/Topics:

Course plan

MODULE 1: FUNDAMENTALS IN OPERATIONS

- Definition and Explanation of Day to Day operations.
- Key components of operations
- Meaning & Scope of Operations in Postal & Courier Business.
- Examples & Nature of Day to Day Postal and Courier operations.
- Understand Primary responsibilities of the operations staff
- Understand key operations in line with customer's expectations and market dynamics.

MODULE 2: ELEMENTS OF STANDARDS IN POSTAL AND COURIER SECTOR

- Meaning of standards
- Understand different types of quality of service standards
- Recognize the benefits of standards in improving quality of service
- Participate in the development of quality of service standards and their wider usage
- Importance of achieving set targets/standards both domestic and international.
- Methods of Monitoring & Evaluation of quality of service standards
- Use of standards/technology to measure Quality of Service
- Differences between Regulations and Quality of service Standards
- Relationship between UPU Standards and Domestic Standards
- Publication of quality of service Standards
- Different types of publications on International & Domestic Standards
- Various options available for ordering UPU/Domestic Publications containing Standards
- Details of documents pertaining to Standards available on UPU Websites

MODULE 3: UPU & GENERAL QUALITY OF SERVICE AND EFFICIENCY OF POSTAL AND COURIER NETWORK.

- Quality of service key performance indicators in the service industry.
- Quality of Service certification framework
- Quality of Service Certification procedure
- Postal and Courier obligations in view of certification
- Certification levels and criteria
- Re-certification process
- Challenges encountered by different stakeholders in dealing with Quality management system.

MODULE 4: REGULATORY & STATUTORY OBLIGATIONS THAT OPERATORS ADHERE TO WHILE DEVELOPING STANDARDS.

- Government requirements
- UPU –USO & Protocols
- WCO Procedures
- Regulatory requirements

MODULE 5: APPRECIATE COMMUNICATION AND DISTRIBUTION PROCESSES, SYSTEMS AND THE DOCUMENTED PROCEDURES AND IDENTIFY AREAS THAT REQUIRE REVIEW IN LINE WITH MARKET DYNAMICS AND QUALITY OF SERVICE FRAMEWORK.

- Acceptance
- Dispatch
- Transmission
- Delivery–On time delivery
- Response time to inquiries

FACILITATOR BRIEF: Milka Mugwe

Milka has a wealth of experience in Postal and Courier industry having worked in the industry for over two decades. She is also a management consultant with a wealth of experience in Quality of service, Postal and Courier operations management, Human Resource and ICT. Milka has undergone various Postal training programmes and started her career in the defunct Kenya Posts and Telecommunications (KPTC) where she worked in the Postal department handling various duties in Compliance, Research & Development, Marketing, Operations and Customer Service, Mails and Courier business units.

She is also well versed in the area of training having been a part time Lecturer at Maasai Mara University since 2012 and has delivered various courses that include Human Resource Development courses, Public Administration, Advanced Public Policy, International Law, Administrative law, Political Science, Strategic Leadership, Reinventing Government, Public Sector reforms, Communication among others.

In addition to that she is a Trainer of Trainers (TOT) in change management,

Customer experience management, Customer care, Courier Operations and Standards, Enterprise Resource Planning (ERP) and Quality of Service initiatives. Other postal assignments include training of East African and SAPOA region Designated Operators on Quality of Service in Burundi and Botswana, preparation and presentation of topical papers in Postal Strategic meetings, and Trained ISO 9001:2008 Quality Management System Lead Auditor and a Management Representative.

She holds a Master's degree in Public Administration and is vastly trained locally and internationally in Postal & Courier Operations, ICT, policy formulation and development of Quality of Service standard operating procedures.

For more information, please contact us on

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