



## AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

### TRAINING WORKSHOP OUTLINE

<b>Title:</b>	<b>POSTAL AND COURIER OPERATIONS AND STANDARDS</b>
<b>Dates:</b>	<b>5<sup>th</sup> – 8<sup>th</sup> March 2018</b>
<b>Duration:</b>	<b>4 Days</b>
<b>Venue:</b>	<b>AFRALTI, Nairobi, Kenya</b>

---

#### Course Overview

This course is designed to give the participants a comprehensive overview of Postal and Courier operations and standards. It is an intensive course that will equip the trainees with essential knowledge and skills required 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
- Understanding declining revenues and mail volumes
- Globalization (slow paced automation services in most company's processes)
- Bureaucratic tendencies
- Unfair Competition from well funded companies
- Need to improve quality of service

**Value Proposition:** The training module covers standards and operations 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.

**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 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.
- Requisite knowledge that will help staff understand and recognize the meaning of standards and benefits of adhering to the documented Standards.
- How to formulate standard operating procedures tailored to improve quality of service.
- Participate in the formulation of standards and their wider usage.
- Use of standards/technology to measure Quality of Service.
- Understand regulatory and statutory obligations that Postal and Courier stakeholders need to adhere.

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

- To have a comprehensive understanding of Postal and Courier industry operations.
- Develop effective procedures that will guide operations and other initiatives.
- Apply relevant standards to enhance service delivery.
- Implement regulatory and statutory obligations in their respective organizations.

### **Workshop Contents/Topics:**

#### **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 standards
- Recognize the benefits of standards in improving quality of service
- Participate in the development of standards and their wider usage
- Importance of achieving set targets/standards both domestic and international.
- Methods of Monitoring & Evaluation
- Use of standards/technology to measure Quality of Service
- Differences between Regulations and Standards
- Relationship between UPU Standards and Domestic Standards
- Publication of 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/CA Websites

## **MODULE 3: REGULATORY AND STATUTORY OBLIGATIONS THAT OPERATORS ADHERE TO WHILE DEVELOPING STANDARDS.**

- Government requirements
- UPU –USO and Protocols
- WCO Procedures
- CA-Requirements

## **MODULE 4: APPRECIATE COMMUNICATION AND DISTRIBUTION PROCESSES, SYSTEMS AND THE DOCUMENTED PROCEDURES AND IDENTIFY AREAS THAT REQUIRE REVIEW IN LINE WITH MARKET DYNAMICS.**

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

## **MODULE 5: CASE STUDY**

### **IDENTIFY GAPS, CHALLENGES, PROBABLE SOLUTIONS AND ACTION PLANS**

For more information, please contact us on

Tel: +254 710 207 061, +254 733 444 421

[training@afralti.org](mailto:training@afralti.org) or [info@afralti.org](mailto:info@afralti.org)

[www.afralti.org](http://www.afralti.org)