



AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

TRAINING WORKSHOP OUTLINE

Title:	Quality of Service Monitoring in Postal and Courier Operations
Dates:	12th – 16th February 2018
Duration:	5 days
Venue:	AFRALTI, Nairobi, Kenya

Course Overview

This course is designed;

- To create awareness to the participants on **quality of service basic principles**.
- To provide a solid foundation of **Quality of Service requirements** and **application of monitoring guidelines** relevant to Postal and Courier industry.
- To equip the participants with an understanding of **the required domestic and international service standards** that lead to provision of quality service delivery in the sector.

Target Audience: Staff working with Postal and Courier Operators and Regulators.

Pre-requisite: Basic knowledge of the industry.

Pain Points

The Postal and Courier industry is quite dynamic and therefore the need to improve and monitor quality of service is inevitable. This course will therefore enable participants to fully understand both domestic and international Quality of service requirements and monitoring standards applicable in this sector.

The expected outcome is to learn how to enforce the quality of service parameters in order to enhance service delivery and a level playing field in the industry.

Value Proposition

Monitoring and ensuring that the operators meet and exceed the stipulated quality of service parameters can lead to providing efficient, quick and friendly **service**, building strong relationships with the operators and other key players in the sector.

Adherence to **Quality of service standards** is the best way to keep **Operators on check** and in the long term offering quality service delivery to the customers.

Methodology

The workshop will be delivered through PowerPoint presentations, discussions, and case studies.

Workshop Objectives

The key objectives of the course are:

To enable Postal and Courier Regulators understand the following;

- Quality of service basic Regulatory principles that Regulators need to enforce in postal and courier sector.
- Impact requisite knowledge that will help participants understand and recognize the meaning of quality of service requirements and how to monitor and measure quality of service standards in line with Consumer expectations.
- Understand the required domestic and international service standards that lead to provision of quality service delivery in Postal & Courier sector.
- To reinforce the exchange of views and experience relating to the problems encountered and involved in the field of quality of service.

Workshop learning outcomes

At the end of the workshop participants will be able to:

- Have a concrete understanding on the importance of monitoring and enforcing Quality of Service parameters.
- Put in place the required domestic and international service standards in the industry with a view to enhancing quality service delivery.

Workshop Contents/Topics

Module 1: Introduction

- Definition and meaning of Quality of Service
- Detailed explanation of Quality of Service
- Quality of Service in Postal and Courier industry.
- Examples of Quality of Service in Postal and Courier sector.

Module 2: Quality of service basic principles and how they relate to efficiency of postal and courier network

- Customer focus
- Leadership
- Employee Involvement
- Continual Improvement
- Strategic Approach to Improvement
- Integrated System
- Decision Making
- Communication

Module 3: Quality of Service standards and application of monitoring, measurement and reporting guidelines

- Meaning of Quality of service standards
- Establishing & understanding the different types of standards-(General remarks)
- Recognize the benefits of standards in improving quality of service
- Understand the process of setting Postal & Courier quality of service standards.

Module 4: Methods of Quality of service monitoring, measurement and reporting guidelines

- Introduction
- International and domestic standards

- Sequential testing (sampling of shipments) and detailed instructions for completion of the test cards
- Continuous testing, Global monitoring system (GMS)

Module 5: Analysis of Continuous testing results using charts and reporting

- Review of quality of service standards
 - Publication of standards
 - Importance of achieving set targets/standards
 - Publication of Standards
 - Different types of publications on International and Domestic Standards
 - Various options available for ordering UPU/Domestic Publications containing Standards
 - Details of documents pertaining to Standards available on UPU and other Regulators Websites
- Case study –Exercise 1.

For more information, please contact us on
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