

OPEN ITEC

**Course Name:** INTERNATIONAL PROGRAM ON QUALITY MANAGEMENT IN POSTAL SECTOR**Duration:** 09-Feb-2026 To 20-Feb-2026**Institute Name:** RAFI AHMED KIDWAI NATIONAL POSTAL ACADEMY

**Aim & Objective:** TO DEVELOP AN UNDERSTANDING OF THE NEED FOR BETTER QUALITY OF SERVICE IN POSTAL SECTOR, TO INTRODUCE THE CONCEPT OF TOTAL QUALITY MANAGEMENT, TO EXPOSE TO THE PARTICIPANT BEST PRACTICES IN IMPROVING QUALITY OF SERVICE IN INDIA POST AND OTHER POSTAL ADMINISTRATIONS AND TO UNDERSTAND STANDARDISATION AND MEASUREMENT OF QUALITY OF SERVICE. TO UNDERSTAND THE STRENGTHS OF THE POSTAL SERVICES IN ENSURING LASTMILE MAIL CONNECTIVITY, LAST MILE CASH DELIVERY, FINANCIAL INCLUSION, EFFECTIVE DBT PAYMENTS, USING TECHNOLOGY AS AN ENABLER.

**Target Group:** MANAGERS AND POSTMASTERS WHO WANT TO ACQUIRE THE SKILLS TO DEVELOP A BETTER QUALITY OF SERVICE IN THE POSTAL SECTOR

**Open for Participants From:** ALL COUNTRIES