



## **AWARENESS RAISING AND TRAINING WORKSHOP ON IMPLEMENTATION OF THE FIRST PHASE OF THE INTEGRATED PRODUCTS PLAN (IPP)**

**CASABLANCA - MOROCCO**

**4TH TO 5TH OCTOBER 2017**

### **DRAFT AGENDA**

#### **Day of 4th october 2017**

| <b>Time</b>   | <b>Activities</b>   |
|---------------|---|
| 8.00 –9.00    | Registration of the delegates   |
| 9.00 – 10.00  | Opening of the workshop. Addresses: <ul style="list-style-type: none"><li>• Welcomeaddress by Morocco Postal Service</li><li>• Representative of the Universal Postal Union (UPU)</li><li>• ExecutiveSecretary of the West African Postal Conference (WAPCO)</li><li>• Director General of theMorocco Postal ServiceGroup</li></ul>   |
| 10.00 – 10030 | Group photo / Coffee-Break  |
| 10.30 – 10.40 | Presentation of the programme and objectives of the workshop (Morocco Postal Service / WAPCO)   |
| 10.40 – 11.00 | Marketoverview –Context for change (UPU)  |
| 11.00 – 11.20 | Review of the existingproducts portfolio (UPU)  |
| 11.20 – 11.30 | Questions and answers (all the participants)  |
| 11.30 – 12.00 | Portfolio and productstrategies - Member countries presentations (moderated by WAPCO and UPU)   |
| 12.00 – 12.30 | Practical Exercise on the products portfolio(all the participants)  |
| 12.30 – 14.00 | Lunch break   |
| 14.00–14.20   | Road map for advanceelectronic data transmission (UPU)  |
| 14.20–14.30   | Questions and answers (all the participants)  |
| 14.30 – 14.45 | Overview and Strategie of the Integrated Products Plan (IPP) (UPU)  |
| 14.45 – 15.15 | First phase of the IPP (UPU) <ul style="list-style-type: none"><li>• classification of the Items formats (documents and goods): operational provisions; information of the employees and customers;</li><li>• separation of smallpacketsaccording to the content : implications and arrangements to beadopted</li><li>• Use of barcodes on smallpackets :practicalarrangements(procurement, equipment for barcodereading (IPS.Post))and necessary training of the staff</li></ul> |

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|---------------|---|
| 15.15 – 15.30 | Questions and answers (all the participants)  |
| 15.15 – 15.45 | Practical Exercise on the IPP(all the participants)   |
| 15.45 – 16.00 | Coffee-break  |
| 16.00 – 16.45 | Diagnosis of the situation of the Posts of WAPCO(staff, physical and electronic equipments) needs assessment (WAPCO/ UPU) |
| 16.45 – 17.00 | Conclusions (Morocco Postal Service)  |
| 17.00         | End of work of the first day  |

### **Day of 5th October 2017**

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|---------------|---|
| 09.00 – 09.10 | Welcome – Summary of discussions – Program of the day.  |
| 09.10 – 09.30 | The second phase of the IPP : matrix of products by 2020 (UPU)  |
| 09.30 – 10.00 | Roundtable on the products portfolio for the next cycle (all the participants)  |
| 10.00 – 10.15 | Implementation of a FAQs regional project by the posts of WAPCO : definition of the strategies (WAPCO)  |
| 10.15 – 10.30 | Thinking of the group on the various activities to be implemented (all the participants)  |
| 10.30 – 11.00 | Coffee-break  |
| 11.00 – 12.00 | QSF subregional project to update the West African postal services : definition of the main outlines (WAPCO/UPU) : <ul style="list-style-type: none"> <li>• objectives</li> <li>• activities (expertise, equipments, materials, staff training, etc.)</li> <li>• financialassessment</li> <li>• Commitment of the leaders of the Posts</li> </ul> |
| 12.00 – 12.30 | Road map forthe implementation of the IPP for the region Group’s Preparation of the FAQs regional project (all the participants)  |
| 12.30 – 14.00 | Lunch break   |
| 14.00 – 17.00 | Visit to Morocco Postal Service   |
| 17.00 – 17.15 | Conclusions – closing ceremony  |