



BANGLADESH POST

VISION

**TO BE THE BEST POSTAL SERVICE PROVIDER IN THE WORLD AND
COMMITTED TO MEET CUSTOMER EXPECTATIONS PROVIDING
EFFICIENT AND PROFESSIONAL SERVICES.**

MISSION

MEET CUSTOMERS' CHANGING NEEDS BY PROVIDING -

- RELIABLE SERVICE.
- VALUE FOR MONEY .
- PERSONALISED SERVICE
- MODERN, EFFICIENT AND EXTENSIVE NETWORK.
- INNOVATIVE PRODUCT AND SERVICE.
- REWARDING FOR OUTSTANDING PERFORMANCE.
- STRUCTURED TRAINING FOR PROFESSIONAL EXCELLENCE .
- CULTIVATING SENSE OF BELONGINGNESS.

OBJECTIVES

- To turn the employees into customer focus instead of organizational focus .
- To increase overall efficiency at global standard.
- To be competitive and enter new postal horizon .
- Diversification of postal products & services aiming at capturing high market share and profitability .
- To establish closer & sustainable relationship between post office and its clients
- To cut off time & minimize clients' operational costs.
- To introduce appropriate technology-based quality services.
- To establish standard productivity& service measurement system at all levels.
- To ensure security for all classes of mails.
- To give priority to secure & safe transmission, collection &delivery of international mails.
- To adopt "Safety first policy ".
- To achieve global postal quality standard .

COMMITMENTS

- To ensure reliable ,speedy and quality services .
- To redress customers grievances within 72 hours .
- To respond to customers' queries in time.
- To maintain delivery standard of national & international mails.
- To ensure security of mails.
- To co-operate with other postal organizations/DOs .
- To implement policies, guidelines & directives of UPU .
- To be accountable to the nation for quality services.
- To adopt modern technology .
- To diversify of products & services .
- To introduce Total Quality Management (TQM)concept .

STRATEGY

- To expand the postal market
- To provide exclusive quality products & services.
- To introduce innovative & competitive services to combat the market challenges.
- To adopt the policy of customer focus instead of organizational focus.
- To introduce commission for bulk mailers .
- To introduce compensation for customers for loss/damage/deled delivery of mail.
- To adopt end to end policy
- To emphasis on customer relationship .
- To introduce customer interviewing
- To introduce speedy mail transportation
- To emphasis on sales promotion activities
- To adopt win win theory
- To adopt clear floor policy
- To adopt factory concept
- To expedite custom clearance of foreign dutiable articles .
- To introduce 5s for house keeping .



BANGLADESH POST SECURITY STRATEGY

- To prevent, detect and investigate unlawful acts both internal and external
- To ensure the reliability of the postal items, employees, installations, resources, materials and the equipments used in the postal operations and other services .
- To train the employees and make awareness of security .
- To conduct a security training in each office by the office chief on regular basis .
- To coordinate security actions with Police, BDR, Law enforcing agencies, NBR Civil Aviation Authority, Local Treasury Office, Bangladesh Bank ,Financial Institutions, concerned Airlines & others carriers.
- To conduct regular security inspections regarding Key Point Installations of Bangladesh Post.
- To ensure internal security monitoring by adopting modern technology based equipments.
- To constitute a emergency management cell .
- To form a high powered body for disaster and natural hazards management.
- To install signal ,sign, symbol and alarm bell for exit /egress areas .
- To provide separate car parking areas for mail carriers/vehicles .
- To issue ID cards for employees indicating different categories .
- To design the postal building in line with national security policy .
- To ensure adequate lighting system for all installations.
- To formulate an effective security policy .
- To ensure fire fighting system .
- To make awareness for the employees of chemical, biological, toxic hazardous materials and take necessary preventives measures .
- To establish a Auxiliary Police Force (Postal Police) for ensuring security .
- To establish a emergency well equipped medical unit for accidental casualties .
- To form a committee to make necessary liaison with law enforcing authorities for external crimes .
- To establish a attorney panel for legal support for both internal and external crimes.