

## **Sierra Leone Postal Service**

### **Part 1: Company Profile and value Proposition**

**Company name:** SALPOST - SL LTD.

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#### **WHO WE ARE**

Sierra Leone Postal Service Ltd -SALPOST - is the national post office of Sierra Leone which is a member of the Universal Postal Union with a global membership of 192 countries, including British Royal Mail, United States of America's USPS, China Post, the Panafrican Postal Union.

As a national Postal Service provider, our mission is to be and remain the best and leading organisation in the delivery business in Sierra Leone and with the rest of the world.

#### **Main business:**

##### **Postal Services**

Postal Services are the traditional services of SALPOST which among other includes, Express Mail Services, Parcel Post, Letters & Printed Matter, Postcards, Stamps, Post Bus, boxes and mail bags.

##### **Logistics Services**

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##### **Foreign Exchange**

SALPOST offers foreign exchange services for pickups countrywide for International Remittances

Postal Services, domestic services, logistics services, financial services and online services.

**Main customers:** Individual consumers, government offices, business entities and P. O Box services.

**Core value proposition:** "SALPOST's core values revolve around serving all segments of the population by providing a sustainable universal quality postal service, logistics services, financial and online services. They are committed to being a profitable, efficient, and secure provider that offers value for money. Key to their operation is maintaining a healthy relationship with customers, achieving this through efficiency, reliability, and a strong focus on customer satisfaction.

### **Business process identification and description**

- A. Core process: Handling domestic and international letters and parcel mail, providing logistical operations like pickups and delivering, domestic and inter-agency support services which includes passport application postage, water bill payment, electricity meter top-up, payment of domestic tax, buying of prepaid mobile top up voucher, payment of public examination fees and so much more.

Main activities:

1. Front desk postal staff to receives inquires and postal items from customer
2. Discuss the posting and collection criteria of a mail item
3. Customer accepts terms and cost associated for a given services
4. System captures the ITMATT of the said postal item
5. Signing the customs declaration form by the customer

**Output:** Processed mail item will be submitted for further processes after completing the event i.e collection and will be sent to another department for posting.

### **B. Posting process: posting staff in different departments close dispatches and send**

**Input:** sent item to customs, remove from customs, create and close dispatches and consignment ion ptc.post system.

**Main activities:**

1. weighing of mail items
2. Sort by countries and assign them in bag
3. Printing of consignment and letter bills
4. Handling of mail items to airline staff for uplift

## **RECOMMENDATION AND WAYS TO IMPROVE SALPOST SL**

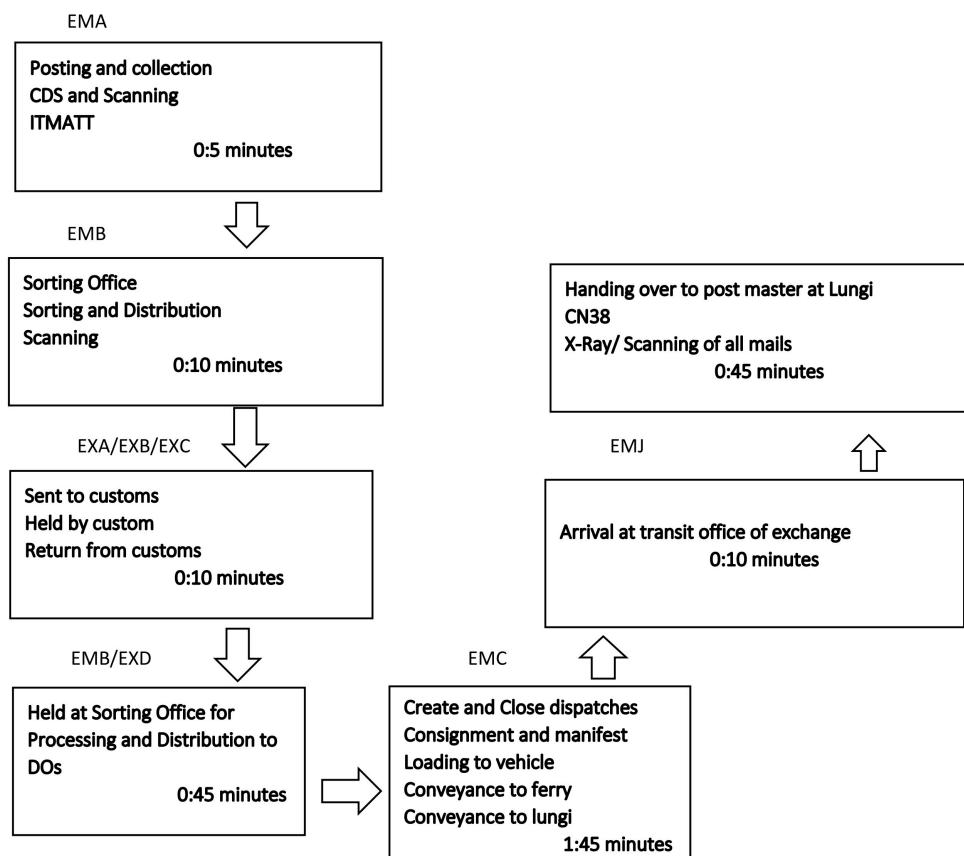
To improve the postal sector in Sierra Leone, several strategies can be implemented and among these are:

1. Modernization of Postal Services: Upgrading SALPOST offices, systems, staff and operations to meet international standards.
2. Technology Integration: Implementing digital tools for parcel tracking, logistics management, digital P.O Box and customer service.
3. Service Expansion: Offering new services such as express delivery, e-commerce support, and international shipping solutions.
4. Capacity Building: Training staff in modern logistics and customer service practices.
5. Job Creation: Generating new employment opportunities in logistics, transport, and technology-driven services nationwide.
6. Public-Private Partnership: Establishing a model for sustainable cooperation between government institutions and the private sector be it external or internal.
7. Partnership - Global Connectivity: Leveraging SALPOST's international network and GIGL's expertise to enhance global connectivity.

8. Initiatives that will aim to enhance the efficiency, accessibility, and service quality of postal services, ultimately contributing to the socio-economic development of the country.
9. Modernize Postal Products: Adopt new postal products and services to better meet customer needs and e-commerce demands.
10. Enhance Quality of Service: Implement quality improvement plans through integrated product, remuneration, and service roadmaps.
11. Digital Transformation: Integrate digital technologies to modernize and diversify services, including e-commerce and logistics and packet delivery time.
12. Strengthen Network Resilience: Address challenges posed by the COVID-19 pandemic by strengthening the international postal network and maintaining service continuity.
13. Collaborate with Stakeholders: Engage in public-private partnerships to leverage technology and expertise for innovative solutions.

### **Part 3: PROCESS MAPPING FOR BOTH INBOUND AND OUTBOUND MAIL FLOW**

## OUT BOUND: EMS PARCELS AND LETTER MAI



## INBOUND: EMS PARCELS AND LETTER MAI

