Projects and Products Portal for Leonardo da Vinci

COU.R.I.E.L - COUrier Routing through Innovative Emulation Learning program

2008-1-GR1-LEO05-00607

http://www.adam-europe.eu/adam/project/view.htm?prj=7095

Project Information

Title: COU.R.I.E.L - COUrier Routing through Innovative Emulation Learning program

Project Number: 2008-1-GR1-LEO05-00607

Year: 2008

Project Type: Transfer of Innovation

Status: completed

Country: EL-Greece

Marketing Text: Postal services and especially courier services environment constitutes one of the most developing business sectors in the urban transport services. Main characteristics of these services are the increased complexity in transport planning and execution, as well as the provision of high quality services to the customers. Courier companies deal with a varying and large number of customers that need to be served each day and, therefore, planning and execution of routes is one of the most crucial logistics operations. The operational cost of planning and execution of routes and quality of the provided services is significantly affected by the human factor. Consequently, the development and use of an integrated learning program for postal and courier personnel seems to be vital, in order for the courier companies to adopt best practices and methods for the planning, execution and monitoring of the transportation work, aiming at the further training of the personnel and as a result the improvement of customer service.
The project is addressed to courier services employees who are involved in the task of routing planning (coordinators) and execution (postmen) and it includes the development of an innovative training application- in the form of a “simulation” game- through which the employees will be trained at the handling of their route- scheduled and dynamic/ ad hoc itineraries (through appropriate scenarios)- and will assimilate the methodologies of best routing and evaluation of their performance.

Summary: The project team of the proposed learning program structure was designed and implemented in order to accommodate specialists and experts in the postal/ courier training - learning area (KEK ELTA), appropriate users of the proposed learning program (ELTA SA, ELTA Courier SA, RomaniaPost, Hungary Post), as well as a scientific institution with important expertise in the transportation sector in order to ensure the scientific, theoretical, educational and technical requirements of the project (University of the Aegean).
This project is expected to lead to the creation of a modern, innovative and flexible training framework, for the evolution and the development of skills adapted to the postal companies’ continuously changing and more demanding needs, particularly in the courier services field.

Description: The project implemented on a basis of six (6) Work Packages, through which all the required steps and actions of the project are implemented.

WP1: Identification, analysis and evaluation of the partners- users’ demands and training needs in the field of innovative programming and planning of routing, distribution, collection services, etc.

WP2 : Bibliographical research in the field of innovative programming and planning of routing, distribution and collection services. Planning of the necessary training specifications and development of the theoretical material (syllabus, training material, etc.)
WP3: Design and development of an interactive emulation system which will be the main pillar of this innovative know-how transfer program, containing:
Practical cases and scenarios, which will be simulations of the various real situations that emerge during the pickup and delivery procedures.
The design and development of the emulation system. All practical cases and scenarios will be incorporated in the system and several reporting tools and KPIs will be included for the evaluation of the users’ performance.

WP4: Implementation of the trainers’ training program, before the final pilot testing training of the users, in order to evaluate the system’s performance and to proceed

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to corrective actions (if necessary).

WP5: Dissemination of the project's results by relevant actions throughout the project in two levels:
Internal: communication of information and results within the Project partners
External: communication and promotion of the results at interested parties in national and European level.

WP6: Coordination and project management actions by all partners within the project's timetable.

Themes:
*** Intercultural learning
*** ICT
*** Vocational guidance
*** Continuous training
** Utilization and distribution of results
** Labor market
** Quality
** Open and distance learning
** Initial training

Sectors:
*** Transportation and Storage
*** Education
** Administrative and Support Service Activities
* Other Service Activities

Product Types:
open and distance learning
teaching material
material for open learning
others
program or curricula
website

Product information:
--RESEARCH AND EDUCATIONAL MATERIAL.

The theoretical material that was developed for the purposes of the project was structured properly in order to incorporate a wide range of theoretical and practical knowledge for the overall processes performed by a courier company. Through this framework, courier personnel obtains general and more specialized knowledge that cover the following issues:
General knowledge in terms and definitions, procedures, logistics planning and operations (design and execution) with emphasis on transportation and distribution issues
Specialized knowledge in postal/courier distribution procedures and operations
Theoretical knowledge and background in routing issues, both in route planning and execution
General and specialized knowledge in distribution procedures' evaluation through KPIs and specialized reports
Knowledge and familiarization in specialized information technology (IT) systems
Requirements analysis of WP1 played significant role in the development, range and complexity of this WP, through the identification of the current background of the potential trainees.
The development of the theoretical material includes the analysis and presentation of various scientific issues (e.g. Network design, theoretical routing & scheduling problems and methods, etc.), along with the presentation of solution methodologies of relevant problems through the use of mathematical models, operations research and decision science models.
The aforementioned framework is expected to increase the mathematical and basic background and skills of the trainees in science and technology. Additionally, these skills in science and technology are further enhanced through the training in basic and specialized information and communication technology (ICT) issues and systems. All of the above contribute to the development of a suitable training framework which enhances and boosts the learning skills of the trainees in their business.

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Additionally, from the requirements analysis and meetings with the project participants, it was decided to not include examination material and sessions in order to make the conduction of the education more user-friendly to the trainees.

--PRESENTATIONS AND CASE STUDIES.

The theoretical material itself (Result 1) was structured in such a way in order to provide a flexible and ready-to-use material (for presentation purposes), as a source for theoretical and practical knowledge and case studies. The length of the chapters of the theoretical material and its contents, were design in order to provide a wide source of material for the development of suitable presentations that a trainer could develop according to the requirements and background level of the audience. Therefore, based on the available training horizon and background level of the trainees, the trainers will be able to choose specific chapters or parts that they want to emphasize, covering with this way the various training needs each time.
In order to complete the contents of the theoretical material, special case studies were developed. These cases studies present indicative IT system implementations in the logistics, postal and courier field and concern large institutions / companies with global presence, and demonstrate the usage of IT systems in supporting routing procedures and fleet management procedures

--DEVELOPMENT OF AN INNOVATIVE INTERACTIVE EMULATION LEARNING SOFTWARE.

The Innovative Interactive Emulation Learning Software that was developed in this project was the base for the overall innovative learning program. The software operates in a “game” fashion and a user-friendly environment, through which the trainees absorb and understand best routing and scheduling practices in order to further enhance their knowledge on their core business functions. For that reason, the developed software provides a practical application of the theoretical training on routing procedures. In order to ensure that, the software was developed in a series of discrete categories and scenarios that aim to train the participants on basic routing procedures on different real-life cases. The software were divided in two (2) major categories:
1.Simple routing methods/algorithms
2.Different routing scenarios
The first category consists two simple and most commonly used heuristic methods (algorithms) in a manner of a “live-tutorial” game. A step-by-step procedure guides the user through the routing methods. The users can understand how routing algorithms work and can observe some advantages and disadvantages of the specific heuristic procedures.
The second category was divided in two different routing cases: a) the static case and b) the dynamic case. Each one of those cases was divided in various scenarios based on various operational characteristics. Different practical operational challenges are met by each scenario, allowing the trainees to understand the significance of decision making in the routing efficiency. Each one of those scenarios incorporate benchmark solutions that can be compared to the ones of the users and motivate them to understand their suboptimal solutions (if any), or award them in case they found the best solution.
Finally, the emulation software includes an evaluation report after the end of the interactive training, which provides an evaluation of the user’s solution in comparison to the best ones proposed by the system. This feature allows the users to self-evaluate and see on which scenario or case they need to be improved.
The overall software met the expectations of the participants and contributed to the overall objectives of the project by making the participants to:
•Assimilate basic routing concepts, methods and best practices
•Acquire basic routing principles and knowledge and further enhance their current operations
•Develop mathematical, systemic and algorithmic thinking.

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--DEVELOPMENT OF AN EMULATION INSTRUCTION MANUAL

The instruction manual accompanies the emulation learning program and is available to both the trainers and trainees. Its purpose is to allow the trainers to understand how to use and operate the software, and to be able to teach and support the trainers during the training lectures. Additionally, the trainees can use the software manual by their own for self-training. The manual is written in a simple and very tangible way and guides the users using a step-by-step procedure, along with figures of the software. Given that, all users/trainees can utilize the software within the training/educational program, or as standalone in order to evaluate their performance in routing procedures.
Note also, that many help instructions, hints and tips as well as routing advices per each scenario of the software are directly incorporated within the emulation learning program in order to provide a more user-friendly environment.

--ENHANCING TRAINING USING STATE-OF-THE-ART ROUTING AND SCHEDULING TOOLS.

A suitable routing software (ORTEC SHORTREC®) was purchased, among several evaluated commercial products, to support both in the educational needs and training purposes (demonstration & practice) of the COURIEL project. Using the selected product the trainees are provided with an actual application of the theoretical material and are able to evaluate by themselves the benefits gained by utilizing routing software in their daily operations. The trainees are provided with an explanatory guidance on how-to-use relevant routing software and are provided with skills on using IT and routing technologies.
The presentation of such a software helps in understanding how their daily distribution operations can be implemented with the help of routing software. The trainees can compare their current practices and understand why and how such systems can minimize the trivial daily workload, leaving more time for the personnel to deal with critical operations.
In addition, an analytical manual was developed for the trainers, in order to learn to use the suggested software. During the lab sessions, the trainees were able to use the software by their own, with assistance from the trainers.

Based on the aforementioned, the selected system:
-Was easy, not complex and with a friendly user interface in order for the trainees to understand quickly its basic routines
-Included several modules that are critical and very useful in routing and distribution (such as geocoding, reporting, etc.)
-Explained how all the operational and business constraints of the daily routing operations can be modeled through a commercial system, and
-Generally, covered the educational and training needs regarding practical applications of routing and scheduling and consists of a solid starting point for understanding routing IT software and how to use them.

--DEVELOPMENT OF AN APPROPRIATE WEBSITE
The development of the website was conducted within the originally scheduled deadlines of the project. It was development and incorporated in the current website of the project coordinator on the url: www.kek-elta.gr. The website contains significant information regarding the project, such as content, context, results meetings, conferences and open days and any other information regarding the project course and objectives. It also contains a downloadable version of all project deliverables, along with the training material. There are also project related information regarding the partners meetings/workshops in Greece, Romania, Hungary and relevant publications involved during the project's dissemination activities. The same information has also been published in the official Hellenic Post's website, while corresponding information also exists in the websites of all the other partners (Magyar Post, Posta Romana, University of the Aegean).

Projecthomepage: www.kek-elta.gr

Project Contractor

Name:	HELLENIC POST - ELTA S.A.
City:	Athens
Country/Region:	Attiki
Country:	EL-Greece
Organization Type:	large-scale enterprise (more than 250 employees)
Homepage:	http://www.elta.gr

Contact Person

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Homepage:	

Coordinator

Name:	HELLENIC POST VOCATIONAL TRAINING CENTER - KEK-ELTA S.A.
City:	Athens
Country/Region:	Attiki
Country:	EL-Greece
Organization Type:	continuing training institution
Homepage:	http://www.kek-elta.gr

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E-mail:	panagosp@kek-elta.gr
Homepage:	http://www.kek-elta.gr

Partner

Partner 1

Name:	UNIVERSITY OF THE AEGEAN
City:	Chios
Country/Region:	Voreio Aigaio
Country:	EL-Greece
Organization Type:	university/Fachhochschule/academy
Homepage:	http://www.aegean.gr

Partner 2

Name:	PANHELLENIC FEDERATION OF POSTAL TRADE UNION ASSOSIATIONS
City:	Athens
Country/Region:	Attiki
Country:	EL-Greece
Organization Type:	trade union organisation
Homepage:	http://www.postnet.gr

Partner 3

Name:	TACHYMETAPHORES ELTA S.A.
City:	Athens
Country/Region:	Attiki
Country:	EL-Greece
Organization Type:	SME - small and medium-sized enterprise (up to 250 employees)
Homepage:	http://www.elta-courier.gr

Partner 4

Name:	CN POSTA ROMANA S.A.
City:	Bucharest
Country/Region:	Bucuresti
Country:	RO-Romania
Organization Type:	large-scale enterprise (more than 250 employees)
Homepage:	http://www.posta-romana.ro

Partner

Partner 5

Name:	MAGYAR POSTA Zrt
City:	Budapest
Country/Region:	Közép-Magyarország
Country:	HU-Hungary
Organization Type:	large-scale enterprise (more than 250 employees)
Homepage:	http://www.posta.hu

Project Files

COURIEL_TRAINING EVALUATION.pdf

http://www.adam-europe.eu/prj/7095/prj/COURIEL_TRAINING%20EVALUATION.pdf

CourieL_WP2_Chapter1_final.pdf

http://www.adam-europe.eu/prj/7095/prj/CourieL_WP2_Chapter1_final.pdf

CourieL_WP2_Chapter2_final.pdf

http://www.adam-europe.eu/prj/7095/prj/CourieL_WP2_Chapter2_final.pdf

CourieL_WP2_Chapter3_4_final_EN_FINAL.pdf

http://www.adam-europe.eu/prj/7095/prj/CourieL_WP2_Chapter3_4_final_EN_FINAL.pdf

CourieL_WP2_Chapter5_final.pdf

http://www.adam-europe.eu/prj/7095/prj/CourieL_WP2_Chapter5_final.pdf

CourieL_WP2_Chapter6_final.pdf

http://www.adam-europe.eu/prj/7095/prj/CourieL_WP2_Chapter6_final.pdf

CourieL_WP2_Chapter7_final.pdf

http://www.adam-europe.eu/prj/7095/prj/CourieL_WP2_Chapter7_final.pdf

COURIEL FINAL DRAFT p1-55.pdf

http://www.adam-europe.eu/prj/7095/prj/COURIEL%20%CE%A0%CE%91%CE%A1%CE%91%CE%94%CE%9F%CE%A4%CE%95%CE%9F%20FINAL%20D

Targeted to the analysis of the general business structure, the courier operations and procedures, as well the operational structure of its participant company. Also, the educational background and the capabilities of the couriers and dispatchers, in the fields of IT utilization, routing / distribution & collection, as well as in Logistics were determined.

COURIEL FINAL DRAFT p56-83.pdf

http://www.adam-europe.eu/prj/7095/prj/COURIEL%20%CE%A0%CE%91%CE%A1%CE%91%CE%94%CE%9F%CE%A4%CE%95%CE%9F%20FINAL%20D

COURIEL FINAL DRAFT p84-133.pdf

http://www.adam-europe.eu/prj/7095/prj/COURIEL%20%CE%A0%CE%91%CE%A1%CE%91%CE%94%CE%9F%CE%A4%CE%95%CE%9F%20FINAL%20D

Implementation_of_Training_Program_Guidelines.pdf

http://www.adam-europe.eu/prj/7095/prj/Implementation_of_Training_Program_Guidelines.pdf

Project Files

Manual_EN_9_tel.pdf

http://www.adam-europe.eu/prj/7095/prj/Manual_EN_9_tel.pdf

VIDEO_couriel_EN.rar

http://www.adam-europe.eu/prj/7095/prj/VIDEO_couriel_EN.rar

Products

1 Requirements' Analysis

2 Educational Material

3 Innovative Interactive Emulation Learning Software

4 Emulation Instruction Manual

5 Training using state-of-the-art Routing and Scheduling Tools

6 Development of an Appropriate Website

Product 'Requirements' Analysis'

Title:	Requirements' Analysis
Product Type:	procedure for the analysis and prognosis of the vocational training requirement
Marketing Text:	
Description:	Requirements' Analysis WP1 targeted to the analysis of the general business structure, the courier operations and procedures, as well the operational structure of its participant company. Also, the educational background and the capabilities of the couriers and dispatchers, in the fields of IT utilization, routing / distribution & collection, as well as in Logistics were determined. The tasks of WP1, included the following: (a) Questionnaires' Development, (b) Questionnaires' fill in by all participant companies, (c) Analysis of the Questionnaires and Results, and (d) Internal dissemination of the results to all participants
Target group:	Postal and Courier companies
Result:	Training needs as described in the research results document
Area of application:	Determination of Training needs and development of curricula and material.
Homepage:	
Product Languages:	Hungarian English Romanian

Product 'Educational Material'

Title:	Educational Material
Product Type:	teaching material
Marketing Text:	
Description:	a)Design of the Lectures' Syllabus and Contents. The structure of the lectures was determined in order to meet the specific demands of the main target personnel (couriers). Also, the theoretical material structure and contents were developed in order to provide an escalated flow of courier operations (from general to specific) and difficulty (starting from simple and general definitions to more specific procedures and methodologies). b)Development of the Theoretical Material. In order to develop the theoretical material, a wide bibliographical research was conducted in order to review and select the appropriate content of the lectures. References from the general Logistics sector were selected for the starting lessons, and more specific references to routing procedures and courier operations for the others. The experience in courier operations of the ELTA Courier, the experience of the University of the Aegean in routing procedures, as well the combined experience from the Project MADREL were also used in the development of the material. Additionally, specific case studies were chosen in order to depict the best practices in this domain.
Target group:	Trainers and trainees
Result:	Textbooks and presentations
Area of application:	It serves as the basis for training programme.
Homepage:	
Product Languages:	Romanian Greek Hungarian English

Product 'Innovative Interactive Emulation Learning Software'

Title: Innovative Interactive Emulation Learning Software

Product Type: others

Marketing Text: It is an Innovative Interactive Emulation Learning Software specially developed for this project serving as the base for the implementation of the overall innovative learning program.

Description: The software operates in a “game” fashion and a user-friendly environment, through which the trainees absorb and understand best routing and scheduling practices in order to further enhance their knowledge on their core business functions. For that reason, the developed software provides a practical application of the theoretical training on routing procedures. In order to ensure that, the software was developed in a series of discrete categories and scenarios that aim to train the participants on basic routing procedures on different real-life cases. The software were divided in two (2) major categories:
1. Simple routing methods/algorithms
2. Different routing scenarios
The first category consists two simple and most commonly used heuristic methods (algorithms) in a manner of a “live-tutorial” game. A step-by-step procedure guides the user through the routing methods. The users can understand how routing algorithms work and can observe some advantages and disadvantages of the specific heuristic procedures.

The second category was divided in two different routing cases: a) the static case and b) the dynamic case. Each one of those cases was divided in various scenarios based on various operational characteristics. Different practical operational challenges are met by each scenario, allowing the trainees to understand the significance of decision making in the routing efficiency. Each one of those scenarios incorporate benchmark solutions that can be compared to the ones of the users and motivate them to understand their suboptimal solutions (if any), or award them in case they found the best solution.

Finally, the emulation software includes an evaluation report after the end of the interactive training, which provides an evaluation of the user’s solution in comparison to the best ones proposed by the system. This feature allows the users to self-evaluate and see on which scenario or case they need to be improved.

The overall software met the expectations of the participants and contributed to the overall objectives of the project by making the participants to:
• Assimilate basic routing concepts, methods and best practices
• Acquire basic routing principles and knowledge and further enhance their current operations
•Develop mathematical, systemic and algorithmic thinking

Target group: Trainees and trainers

Result: Software application (business emulation)

Area of application: It serves as the basis for the training programme.

Homepage:

Product Languages: English
Greek
Hungarian
Romanian

Product 'Emulation Instruction Manual'

Title:	Emulation Instruction Manual
Product Type:	teaching material
Marketing Text:	It is a comprehensive manual of the software application developed particularly for emulation software and the designated audience (trainers and trainees)
Description:	The instruction manual accompanies the emulation learning program and is available to both the trainers and trainees. Its purpose is to allow the trainers to understand how to use and operate the software, and to be able to teach and support the trainers during the training lectures. Additionally, the trainees can use the software manual by their own for self-training. The manual is written in a simple and very tangible way and guides the users using a step-by-step procedure, along with figures of the software. Given that, all users/trainees can utilize the software within the training/educational program, or as standalone in order to evaluate their performance in routing procedures. Note also, that many help instructions, hints and tips as well as routing advices per each scenario of the software are directly incorporated within the emulation learning program in order to provide a more user-friendly environment.
Target group:	Project partners' trainers and trainees
Result:	Instruction Manual document
Area of application:	Used in the business case emulation part of the training curricula
Homepage:	
Product Languages:	English Hungarian Greek Romanian

Product 'Training using state-of-the-art Routing and Scheduling Tools'

Title: Training using state-of-the-art Routing and Scheduling Tools

Product Type: teaching material

Marketing Text:

Description: A demo version of a suitable commercial routing software (ORTEC SHORTREC®) selected among several evaluated commercial products, to support both in the educational needs and training purposes (demonstration & practice) of the COURIEL project. Using the selected product the trainees are provided with an actual application of the theoretical material to evaluate by themselves the benefits gained by utilizing routing software in daily routing and fleet management operations. The trainees are provided with an explanatory guidance on how-to-use relevant routing software and are provided with skills on using IT and routing technologies.

The presentation of such a software helps in understanding how their daily distribution operations can be implemented with the help of routing software. The trainees can compare their current practices and understand why and how such systems can minimize the trivial daily workload, leaving more time for the personnel to deal with critical operations.
In addition, an analytical manual was developed for the trainers, in order to learn to use the suggested software. During the lab sessions, the trainees were able to use the software by their own, with assistance from the trainers.

Target group: Project partners' trainers and trainees

Result: Based on trainees' statements, the selected system:
- Was easy, not complex and with a friendly user interface supporting trainees to understand quickly its basic routines
- Included several modules that are critical and very useful in routing and distribution (such as geocoding, reporting, etc.)
- Explained how all the operational and business constraints of the daily routing operations can be modeled through a commercial system, and
- Generally, covered the educational and training needs regarding practical applications of routing and scheduling and serving as a solid starting point for understanding routing IT software and how to use them.

Area of application: Project partners' training program

Homepage:

Product Languages:

Product 'Development of an Appropriate Website'

Title:	Development of an Appropriate Website
Product Type:	website
Marketing Text:	
Description:	The development of the website was conducted within the originally scheduled deadlines of the project. It has been developed and incorporated within the official website of the project coordinator on the url: www.kek-elta.gr. The website contains significant information regarding the project, such as content, context, results meetings, conferences and open days and any other information regarding the project course and objectives. It also contains a downloadable version of all project deliverables, along with the training material. There are also project related information regarding the partners meetings/workshops in Greece, Romania, Hungary and relevant publications involved during the project's dissemination activities. The same information has also been published in the official Hellenic Post's website, while corresponding information also exists in the websites of all the other partners (Magyar Post, Posta Romana, University of the Aegean).
Target group:	Available to any interested person
Result:	Web site
Area of application:	Provision of information on the project and its progress
Homepage:	
Product Languages:	English Greek

Events

Dissemination Seminar in Athens

Date	23.09.2010
Description	On 23.9.2010 the final Dissemination Seminar was held in Athens, which marked the closure of COURIEL Project. The Seminar was addressed by the General Secretary of Communications (Ministry of Infrastructure, Transport and Networks), the Chairman of ELTA S.A.'s Board of Directors and Chairman & CEO of KEK ELTA S.A., ELTA's CEO, the President of the Pan Hellenic Federation of Postal Trade Union Associations and the CEO of chymetaphores ELTA S.A. The Seminar was attended by ELTA S.A.'s Directors, representatives of trade unions, social and educational institutions, employees, as well as by the delegations of the transnational partners from Hungary and Romania.
Target audience	Partners of the Project, representatives of trade unions, social and educational institutions, employees, etc.
Public	Event is open to the public
Contact Information	
Time and place	23/09/2010 in Athens

Dissemination Seminar in Budapest

Date	16.09.2010
Description	On 16.9.2010, the 3rd Dissemination Seminar of the COURIEL Project was held in Budapest, with the participation of: Magyar Posta's CEO, representative of the Hungarian Ministry of National Development and executives of Magyar Posta from courier services, training, international relations etc. The Greek delegation was headed by the Chairman of ELTA S.A.'s Board of Directors and Chairman & CEO of KEK ELTA S.A.
Target audience	Partners of the Project, representatives of trade unions, social and educational institutions, employees, etc.
Public	Event is open to the public
Contact Information	
Time and place	16/09/2010 in Budapest

Events

Dissemination Seminar in Thessaloniki

Date	09.09.2010
Description	On 09.09.2010, just before the opening of the Thessaloniki International Trade Fair, the 2nd Dissemination Seminar of the COURIEL Project was held in Thessaloniki, which was addressed to the Greek partners and interested parties. The Seminar was attended, among others, by: the Chairman of ELTA S.A.'s Board of Directors and Chairman & CEO of KEK ELTA S.A., the General Manager of Letter Mail Business Unit, the President of the Pan Hellenic Federation of Postal Trade Union Associations, Directors of ELTA S.A., social and educational institutions of Northern Greece, etc. It is noted that before the opening of the seminar a press conference was given, as well as a presentation of the project in a local TV channel of Thessaloniki.
Target audience	Partners of the Project, representatives of trade unions, social and educational institutions, employees, etc.
Public	Event is open to the public
Contact Information	
Time and place	09/09/2010 in Thessaloniki

Dissemination Seminar in Bucharest

Date	02.09.2010
Description	On 2.9.2010, the 1st Dissemination Seminar of the COURIEL Project was held in Bucharest, with the participation of: Posta Romana's CEO and Executive Director, the Secretary of the Ministry of Communications and Information Society, executives of Posta Romana from courier services, training, international relations, as well as the trainees who attended the Project's training programme. The Greek delegation was headed by the Chairman of ELTA S.A.'s Board of Directors and Chairman & CEO of KEK ELTA S.A.
Target audience	Partners of the Project, representatives of trade unions, social and educational institutions, employees, etc.
Public	Event is open to the public
Contact Information	
Time and place	02/09/2010 in Bucharest

Events

Training of trainees - users in Budapest

Date	09.06.2010
Description	Training of trainees- users (MAGYAR POSTA)
Target audience	MAGYAR POSTA.
Public	Closed event
Contact Information	
Time and place	09/06/2010 - 11/06/2010 in Budapest

Training of trainees- users in Bucharest

Date	02.06.2010
Description	Training of trainees- users (POSTA ROMANA)
Target audience	Posta Romana
Public	Closed event
Contact Information	
Time and place	02/06/2010 - 04/06/2010 in Bucharest

Training of trainees - users in Athens

Date	11.05.2010
Description	Training of trainees- users (CHYMETAPHORES ELTA S.A.)
Target audience	CHYMETAPHORES ELTA S.A.
Public	Closed event
Contact Information	
Time and place	11/05/2010 - 13/05/2010

Events

Training of Trainers

Date	28.04.2010
Description	Training of trainers
Target audience	TACHYMETAPHORES ELTA S.A. MAGYAR POSTA POSTA ROMANA
Public	Event is open to the public
Contact Information	
Time and place	Athens 28/04/2010 - 30/04/2010

4rth Project Meeting in Athens

Date	22.03.2010
Description	. Presentation of COURIEL's Progress 2. Overview of the training material- Discussion on the implementation of the training programme 3. Discussion on the Project's Dissemination Actions
Target audience	ELTA S.A. KEK-ELTA S.A TACHYMETAPHORES ELTA S.A. UNIVERSITY OF THE AEGEAN MAGYAR POSTA POSTA ROMANA
Public	Closed event
Contact Information	
Time and place	22/03/2010

Events

3rd Project Meeting in Bucharest

Date	26.06.2009
Description	1.Presentation of the results of the 4 questionnaires completed by the partners (TACHYMETAFORES ELTA S.A., Hungarian & Romanian Post), focusing on the results of the 4th questionnaire, which concerns the partners' skills and training needs, based on which COURIEL's educational material will be developed. 2.Presentation of the next steps of WP 2 & 3 (research and development of the educational material, planning and development of the Emulation system) 3.Discussion on the research results and the proposed training- programme- Finalization of the training parameters During the presentation of the results, further clarifications where requested by Posta Romana regarding the description of the positions- jobs mentioned in the questionnaires (dispatcher, courier), which where thoroughly provided, in order all partners to use from now on the same terminology. 4.Presentation and discussion on the Project's financial management (5.Discussion on the dissemination actions
Target audience	ELTA S.A., TACHYMETAFORES S.A.,POSTA ROMANA
Public	Closed event
Contact Information	
Time and place	26.06.2009

Events

2nd Project Meeting in Budapest

Date	16.06.2009
Description	1.Thorough presentation of Magyar Posta (history, post offices network, revenues, organizational structure), focusing especially on Magyar Posta Logistics (MPL) (achievement of quality targets, fleet, operation of the parcels delivery network (structure, figures, PDA technology etc.) 2.Presentation of the results of the 4 questionnaires completed by the partners (TACHYMETAFORES ELTA S.A., Hungarian & Romanian Post), focusing on the results of the 4th questionnaire, which concerns the partners' skills and training needs, based on which COURIEL's educational material will be developed. 3.Presentation of the next steps of WP 2 & 3 (research and development of the educational material, planning and development of the Emulation system) 4.Discussion on the research results and the proposed training- programme- Finalization of the training parameters 5.Presentation and discussion on the Project's financial management (budget, staff costs, travel and subsistence costs, subcontracting costs, equipment costs, indirect costs) 6.Discussion on the dissemination actions (logo, brochure, other promotional activities)
Target audience	ELTA S.A., TACHYMETAFORES S.A., UNIVERSITY OF THE AEGEAN,MAGYAR POSTA
Public	Closed event
Contact Information	
Time and place	16/06/2009

Events

Kick off meeting in Athens

Date	12.01.2009
Description	1.Brief presentation of the Project (object, scope, expected results) 2.Thorough presentation of the timetable and the 6 Work packages, namely: Requirements' Analysis (WP1) Research & Educational Material Development (WP2) Planning and Development of the Emulation system (WP3) Integrated Training Program (WP4) Dissemination Plan and Utilization of the Results (WP5) Project Management – Coordination (WP6) 3.Presentation of TACHYMETAFORES ELTA S.A., its operations and its contribution in the COURIEL Project, which focuses mainly on the provision of know-how, scientific research, development of the educational material and dissemination of the Project's results 4.Presentation of MADREL Project (MANAGEMENT OF DYNAMIC REQUESTS IN LOGISTICS SERVICES) and its results, which will be used in the implementation of COURIEL Progect 5.Presentation of the Project's financial management 6.Brief description of the profile of Posta Romana and Magyar Posta
Target audience	All Partners
Public	Closed event
Contact Information	
Time and place	12/01/2009

Project Tags

The project belongs to the following group(s):

Best Projects (http://www.adam-europe.eu/adam/thematicgroup/MMVII)