

促进快递与民航业协同发展

Promote coordinated development between express industry and civil aviation industry

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» 快递是现代服务业的重要组成部分

Express industry is an important part of modern service industry



对于带动电子商务、现代物流业发展，提升制造业竞争力，促进贸易和投资，推动经济增长具有重要的战略意义

The express industry has an important strategic meaning in pushing the development of electronic commerce (EC) and modern logistics industry, improving the competitiveness of manufacturing industry, promoting trade and investment and economic growth as well.

» 快递 —— 促进中国经济发展的“黑马”

Express—A “dark horse” boosting China’s economic development



行业规模持续扩大

Industry scale has been expanding continuously

2014上半年，快递业务量完成59亿件，同比增长53.7%；
业务收入完成897.5亿元，同比增长42.5%

In the first half year of 2014, express business volume reached 5.9 billion, increased by 53.7% compared with the same period of last year; the business income reached 89.75 billion Yuan, increased by 42.5% compared with the same period of last year.

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转型

服务网络不断拓展

Service network has been expanding constantly

网点数量达到11.8万个，重点快递企业在直辖市和省会城市网点覆盖率达98%，从业人员超过100万人，直接服务近7000万快递消费者

The service point amounts to 118000, the percentage of coverage of service points of key express enterprises in municipalities directly under the Central Government and Provincial Capitals in China reaches 98%. People employed in the express industry exceed one million, who render express service directly for about 70 millions of express users.

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品牌效应逐步显现

Brand effect has appeared gradually

涌现出邮政速递、顺丰速运、申通快递、圆通速递等具有较大影响力的快递品牌

Express brands with great influence such as Postal Express, SF Express, STO Express, YTO Express, etc have appeared gradually.

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服务水平稳步提升

Service level has been improved steadily

2013年，快递服务总体满意度得分72.7分，连续5年持续提升；重点地区快递服务全程时限为58.18小时，连续4年持续改善

In 2013, express service got a mark of 72.7 in overall customer satisfaction degree, increased continuously for continuous recent 5 years. The whole journey time for express service in key regions was 58.18 hours, keeping improving persistently for continuous recent 4 years.

» 快递业快速发展，得益于航空运输的重要支撑

The rapid development of express industry benefits from the important support of air freight

快递的长足发展，**有利于推动**民航业服务升级，产品结构优化，提升整体竞争实力

The considerable development of express industry **is favorable to drive** the upgrading of civil aviation service, optimize product structure and improve overall competitive strength as well.



航空运输是快递业保障远程产品寄递时限、维系运营能力、提高服务水平、提升竞争实力的**关键环节**和**重要领域**

As a **key link** and **crucial field** of express industry, the air freight plays an important role in guaranteeing the delivery time limit of long-distance cargo, maintaining its operating capacity, improving its service level and competitive strength.

》 《关于促进快递与民航产业协同发展的意见》 2009年

Opinions on Promoting Coordinated Development between Express Industry and Civil Aviation Industry in 2009

建立行业协调机制，规范邮件、快件航空运输市场

Establish industrial coordination system and regulate mail and express luggage air freight market

- 运输危险品安全管理联系协调机制
- 《锂电池邮件航空运输管理办法》
- 共同解决航空快件的快速装卸、安检和上机等问题
- Safety management, contact and coordination system for carriage of dangerous goods
- Management Method on Air Freight for Express Delivery of Lithium Battery
- Jointly solve the problems regarding the handling, security inspection and boarding of air express luggage

》 《关于促进快递与民航产业协同发展的意见》 2009年

Opinions on Promoting Coordinated Development between Express Industry and Civil Aviation Industry in 2009

支持组建快递货运航空公司，增强快件处理能力

Support to establish express aircraft company,
improving express handling capacity

- 中国邮政、顺丰速运、圆通速递自有航空
- 快递货机规模81架
- 南京邮政航空集散中心：开通航线近40条，每周运营航班360余班
- China Post, SF Express, YTO Express have their own aircrafts
- Express aircrafts reach 81
- Nanjing Post Airlines distribution center: near 40 flight courses have been opened to traffic, over 360 flights operate per week

》 《关于促进快递与民航产业协同发展的意见》 2009年

Opinions on Promoting Coordinated Development between Express Industry and Civil Aviation Industry in 2009

推动深化合作，促进航空货运市场发展

Push for deepening cooperation and promoting the development of airfreight markets

- 2013年，邮政速递和顺丰速运的航空快件运输量超过110万吨，增幅15%
- In 2013, the air express freight volume of the Postal Express and SF Express exceeds 1.1 million tons, increased by 15%.

着力构建便捷高效、竞争有序、技术先进、服务优质的快递服务体系

Make any possible efforts to develop convenient, ordered, competitive, technically advanced and good-service express service system

继续提升快递服务能力

Continue to improve express service capacity

- 建设区域快件处理中心、航空及陆运集散中心
 - 鼓励大型快递企业组建航空货运公司、完善航线布局
 - 鼓励快递企业优化业务衔接，提升转运效率
 - 鼓励企业加快向综合型快递物流服务商转变
- Build regional express processing center, air and land transport distribution center
 - Encourage large-scale express enterprises to establish air freight companies and perfect flight line layouts
 - Encourage express enterprises to optimize business engagement and improve operating efficiency
 - Encourage enterprises to accelerate themselves to become comprehensive express logistics service suppliers

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完善快递业务经营许可制度

Perfect the operation permit system for the express business

- 贯彻中央“深化改革，转变政府职能”的要求，提出“一建两结合”的审批改革思路
- 诚信企业许可审批绿色通道
- Implement the requirement of “Deepening the government system reform, conscientiously transforming government functions” by the central government, put forward the approval reform of “one establishment and two combinations”
- Permit and approval green channel for credit enterprises

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促进规范经营、诚信服务、有序竞争

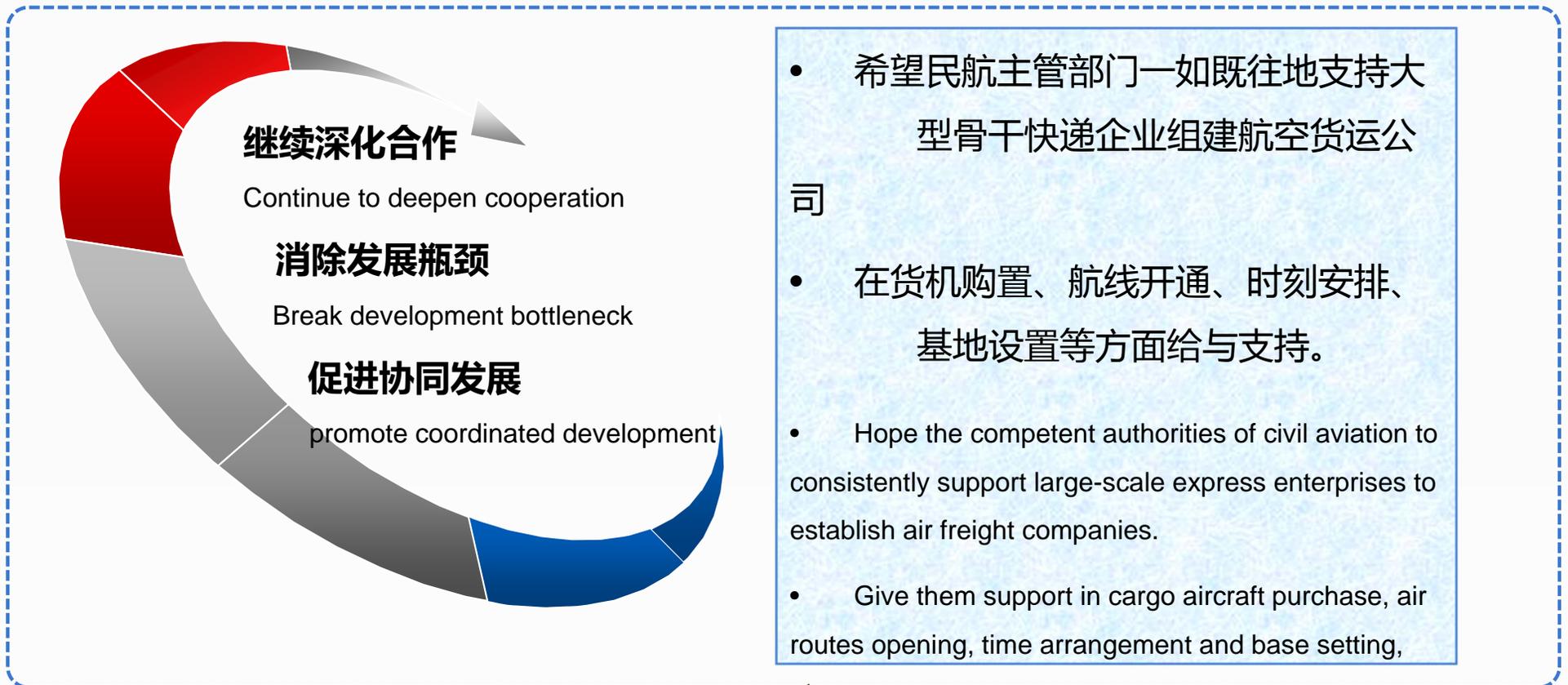
Promote compliance operation, sincere service and ordered competition

- “服务满意度、时限准时率、用户申诉率”的快递服务评价体系
- 开展快递服务质量专项整治活动
- 做好申诉受理工作

- Express service evaluation system of “service satisfaction degree, on-time-delivery rate and user’s appealing rate”
- Launch special rectification activities for express service quality
- Have complaints and appeals handled well

》实现两个行业长久的互利共赢

Achieve long-term mutual benefit and win-win cooperation between these two industries



- 希望民航主管部门一如既往地支持大型骨干快递企业组建航空货运公司
- 在货机购置、航线开通、时刻安排、基地设置等方面给与支持。
- Hope the competent authorities of civil aviation to consistently support large-scale express enterprises to establish air freight companies.
- Give them support in cargo aircraft purchase, air routes opening, time arrangement and base setting,

etc.

Thank You

预祝本次论坛取得圆满成功

Wish this forum a great success !