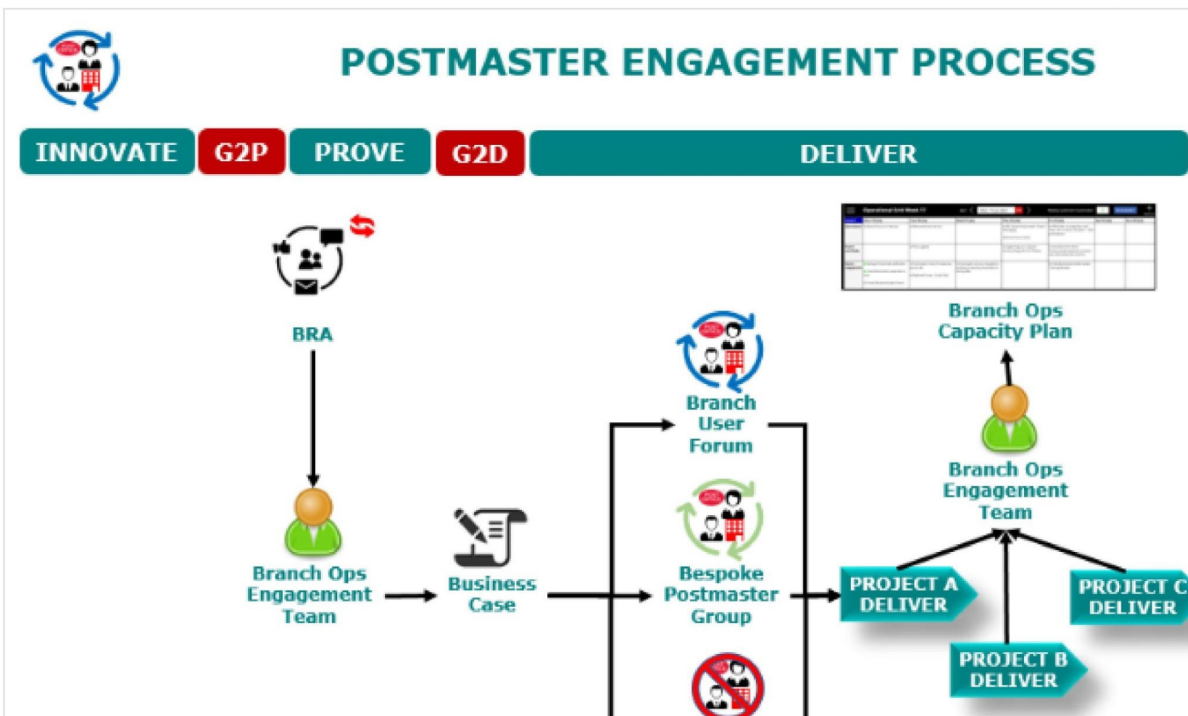


## Postmaster Engagement



FOR MORE INFORMATION OF ADVICE PLEASE CONTACT

BranchOpsEngageTeam **GRO**

**Postmaster Engagement is at the heart of what we do at the Post Office.**

The slide opposite captures the key steps in the Business Readiness Assurance process which requires that all projects reach out to the Branch Operations Engagement Team (BOE).

BranchOpsEngageTeam **GRO**




Consultations with this team will determine if the project needs to present the proposal and obtain feedback via the standard Branch User Forum, a Bespoke

Postmaster Group or if there is no need to consult due to the nature of the project.




The feedback must be used to shape the project and its outcomes.

The BOE Team then tracks all changes impacting Postmasters via the Branch Operations Impact Grid to actively manage the volume and type of changes being directed towards Postmasters and Branch Operations at any one time.

## Templates

	Description	Name ▾		Mandated ▾	A
	This template outlines the problem or opportunity and the mini-project plan required to prove the business outcome are viable and the assumption correct. It is submitted to seek Approval to Prove and	PROVE PLAN.docx		Yes	S Fi H

## Training

	Name ↑ ▾	Description	Format ▾	M
	Stakeholder Gating overview for P...	Initial guide for Stakeholder Gating	Video	C
	Stakeholder Gating Refresher sess...	Recording of the Stakeholder Gating Refresher session held virtually and in person on 26th September 2023	Video	S

