

Electronic memo

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-1035



To Bruce McNiven, Steve Grayson, Keith K
Baines/POCL/POSTOFFICE GRO
cc John Meagher/POCL/POSTOFFICE, Min Burdett/POCL/POSTOFFICE
Hard Copy To
Hard Copy cc
From Ruth Holleran/POCL/POSTOFFICE
Date 31/08/99 19:20
Subject Success Criteria for 218

All

Draft criteria statement attached. Have attempted to consolidate outstanding aspects gleaned from actions, with other specifics discussed separately with Bruce.



218SuccessCriteria.do

Bruce & Steve

Please can you look at items 5 and 6. These are lifted from the actions but are far from clear in terms of what we actually need to see. Can you be explicit so that we can provide this to Pathway if these areas really need to be included in the 'success criteria'.

Thanks

Ruth

218 Rectification Activity - Success Criteria

Minimum rectification activity to reclassify AI218 from HIGH to MEDIUM.

1. Pathway to provide a full specification of the Pre-training event for review by POCL. *+ POCL agree.*
2. Pathway to provide a plan to deliver the Pre-training event to 20% of all outlet managers. This will require 740 events assuming 10 attendees per course.

(Pathway's rectification plan, version 1.0, reviewed on 26 August was based on 20% of the network, hence the proposal being 370.)

3. Pathway to provide and cover the cost of training 350 RNMs (HFSO Training Course) to partially alleviate the deficiency in the post training service. A plan to deliver this to be issued.
4. Pathway to provide a robust resource plan for HSH level 3 calls to deal with balancing and cash account difficulties experienced by users due to the deficiency in the training event. This should include:
 - i) the rationale to explain how resource levels have been determined and how these will be deployed;
 - ii) a plan to recruit and train the required resources;
 - iii) a proposal to measure the performance of the level 3 cash account call handling service. *+ POCL agree*
5. Pathway to produce a draft note on monitoring training delivery for POCL review (action 24?) *+ POCL agree*
6. Pathway to produce a rectification plan to progress performance measurement, promotion of use of training event and 2 changes to training event (action 25?)

Note

Criterion number 4 above creates a dependency on the rectification activity related to AI408. This specific action has been tabled for review at the workshop scheduled for 9/9. As a result, POCL will not be in a position to re-classify AI218 until this item has been cleared.

This will enable POCL to determine whether the level 3 resource plan is robust

This incident now has a critical dependency on the rectification activity required against AI408. As item number 3 above will not be tabled for workshop review until 9 August, POCL will be unable to reassess AI 218 until this date.