

POST OFFICE LIMITED

Title:	CIJ 4 Shortfalls Assurance Review	Overall Rating	Needs Significant Improvement
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Findings

CIJ 4 whilst labelled Shortfalls also includes Loss Prevention and Transaction Disputes

- 53 unique actions of which 2 related to HIJ and have been excluded from the scope of the review.
- 37 (70%) actions are complete and can be demonstrated via evidence
- 14 (26%) actions require improvements, 5 of the original actions have not been completed. A further 9 actions were duplicates.

Whilst there is sufficient evidence to demonstrate the actions delivered and their sustainability, the key areas in our opinion which would need strengthening is the monitoring of shortfalls on an E2E basis and assessing the impacts the CIJ actions are having from a PM lens (for example there is no visibility at GE level for the number of aged discrepancies that are currently outstanding, metrics for remittances returned, counterfeit risks, branch closures discrepancies, obsolete stock.)

Subject	Assurance finding	Recommendation/Improvement opportunity
Discrepancies	There is no end-to-end metric on rems (inbound) to Swindon showing the impact on the discrepancies and whether they have been resolved or not and whether impact on Postmasters is monitored.	Create and end-to-end view of discrepancies identified at Swindon and reported through to Chesterfield to enable monitoring of impact on Postmasters (both positive and negative).
Stock Dashboard	No evidence of who owns the Stock dashboard	Assign a dashboard owner
Resourcing	Since the fix was implemented, there was a reduction in resourcing planned due to the introduction of Auto Rems which has not been introduced.	
Investigation dashboard	The Investigation dashboard needs to identify effective root cause analysis	The Branch Discrepancy Improvement Programme has an action to review this Provide details of the Branch Discrepancy Improvement Programme