

POST OFFICE LIMITED

Title:	CIJ 5 Loss Prevention Assurance Review	Overall Rating	Unsatisfactory
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Findings

- 29 unique actions of which 2 related to HIJ and have been excluded from the scope of the review. and it should be noted that all the original actions have been completed.
- 20 (69%) actions are complete and can be demonstrated via evidence
- 9 (31%) actions require improvements, 2 of the original actions have not been completed and 4 are work in progress. A further 3 actions were duplicates.

Subject	Assurance finding	Recommendation/Improvement opportunity
Loss Recovery	Loss Recovery policy and process created but not approved. This makes it difficult to recover genuine losses (identified through investigations)	Establish a process & policy to recover genuine losses.
Stock Auto Rem	This action is not complete and currently sitting with IT	Confirm if this action is being taken forward or another solution has been identified
Automated MI solution	The automated MI solution has not been implemented due to cost challenges. Interim stop gap measures for High usage lines and Stock in transit have been developed.	Introduce a review of MI and reporting to improve Governance.
Obsolete stock	Knowledge of when stock became obsolete could not be evidenced. GE dashboard and day to day operational KPI do not comprise obsolete stock reporting. Retail confirmed a process is in place (next time stock becomes obsolete).	Test process in place when stock becomes obsolete.
PDA rollout and order tracking by PMs	PDA rollout has started and due to complete in Nov 2023. Order tracking can only happen once PDA roll out is complete	Confirm decision made on whether to take the order tracking initiative forward or not.
Auto stock replenishment & Interim process	This has not been taken forward, Power BI dashboard which shows branches that have too much, too little or negative stock. It's unclear how this information is used by for example Area Managers when they visit branches – no evidence of this data on the Branch Insight Tool (BIT)	Confirm how the data is used to support branches to reduce risk of discrepancies
Resourcing	Concerns about reduction in resourcing could cause delays. i.e., issues impacting on branch accounts go undetected due to a lack of analysis.	Monitoring activity should be in place to ensure staffing remains adequate to manage the stock risk