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Sent: Wed 14/04/2010 10:11:44 AM (UTC)
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suzanne.winter [GRO]
Cc: maureen.moors [GRO]
Subject: Matters affecting case closures and failings

Dear All

Just a reminder that you need to ensure that we are sent separate notifications for both a case closure and the failings.

There have been a couple of instances whereby the failings have been included on the closure document which has then been sent to Secondary Stakeholders. We need to be mindful of the audience that receives the failings as these are to identify improvements within the business and not for sharing with the external customer.

Any problems please give me a call

Regards

Jane

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Post Office HR Help

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