Notes of the Problem Co-ordinators Meeting
12 October 2001

Attendees

Gavrelle House (G13)   **Chesterfield (F47)**

Ijaz Bhatti   Kevin Lenihan (Chair)   John Brownsill
                                     Andy Barnes (Notes)   Michael Dadra
                                     Dean Russell   Malc Heeley
                                     Cath Stead   Phil Norton

Apologies: Paul Sumner, Lorraine Finnigan, Chris Harker, Steve Cowburn, Charles Leighton, Suzanne Robson

Action Points

Action Point	Date	Details	Comments	Status
121001	12/10/01	P10000274 - Outlets unable to follow inward rem procedure. John to escalate, as CH&D want to use current labels to exhaustion. Can they use two different types of label simultaneously?		New AP - John
121002	12/10/01	P10000386 - Inter-office transfers. Andy to find out why this one is still open, as the meeting thought it had been closed.		New AP - Andy
121003	12/10/01	P10000425 - R&P misbalance. Andy to ask Ed to close, as closure criteria have apparently been met		New AP - Andy
121004	12/10/01	P10000440 - Obsolete stock. Andy to ask Theresa to close, as closure criteria appear to have been met.		New AP - Andy
121005	12/10/01	Dean to supply Michael with a list of offices claiming to have £500 or more obsolete stock.		New AP - Dean
121006	12/10/01	P10000403 - Active Life. Andy to ask Theresa to close, as we don't appear to be able to do anything else.		New AP - Andy
121007	12/10/01	Dean to supply an analysis by postcode of complaining offices		New AP - Dean

Action Point	Date	Details	Comments	Status
		with Active Life magazines being dumped on them.		
121008	12/10/01	Andy to request all activity under Ijaz's ID to be transferred to Mark Knight's.		New AP - Andy
121009	12/10/01	Andy to feedback new IAMT set-up now Ijaz is moving on; specifically that, following notification to Kevin, PMs will be empowered to go straight to the new team leaders.		New AP - Andy
121010	12/10/01	Michael to confirm go-live date for Marie Perry as PC for both Audit and Security.		New AP - Michael

Recognition - Kevin gave recognition and thanks to Michael for representing Network Audit as Problem Coordinator; he also paid tribute to Ijaz for his enthusiastic contribution, not only in his role as Problem Coordinator within IAMT, but also to the overall PC Network and the monthly meetings thereof.

Next meeting: **Confirmed as being** 10.00, 16 November 2001.

Review of Meeting

[symbol 74 \f "Wingdings" \s 18] [symbol 74 \f "Wingdings" \s 18] [symbol 74 \f "Wingdings" \s 18] [symbol 74 \f "Wingdings" \s 18] [symbol 74 \f "Wingdings" \s 18]	[symbol 76 \f "Wingdings" \s 18] [symbol 76 \f "Wingdings" \s 18] [symbol 76 \f "Wingdings" \s 18] [symbol 76 \f "Wingdings" \s 18] [symbol 76 \f "Wingdings" \s 18]
Good forum, and good to see progress being made (x 3)	Ijaz & Michael are moving on.
Thanks from Ijaz, with good wishes for continued success of the forum	POL changes result in great uncertainty about the future
Good to get more background on problems	
Good to be more involved this time.	
Updates on 3-month+ problems best part of good forum	

Audit touting for business !! (see AP121005 above)	
Improvement Opportunities 1) None identified at this meeting.	