



## Major Account Review – Actions

<b>Account Name:</b>	Post Office		
<b>Account Manager:</b>	Dave Baldwin		
<b>Date of this review:</b>	7 <sup>th</sup> March 2006	<b>Date of last review:</b>	02/12/04
<b>Attendees:</b>	David Courtley; Tim Gibson; Dave Baldwin; Colin Lenton-Smith; Richard Escobar; Sue Payne		
<b>Copies:</b>	Liam Foley; Business Assurance		
<b>Action No:</b>	<b>Action:</b>	<b>Actionee:</b>	<b>Due Date:</b>
1.	Look to build relationship with Alan Cook with sponsorship/support from Ric Francis. Take opportunity to celebrate contract signature (June 2006). <b>Complete - A relationship has been built with Alan Cook with meetings hosted with David Courtley, Richard Christou and Akikusa-san. Contract due to be signed on 31/8/06 and will be low key celebrations at Post Office request.</b>	DB/LF <b>CLOSED</b>	ASAP
2.	Good news story around overall service availability to be publicised once the HNG-X contract is signed. <b>Complete - We will publicise internally in a low key manner due to Post Office request that no external publicity be made for at least 3 months after contract signature. Reasons are valid and can be disclosed separately.</b>	DB <b>CLOSED</b>	Contract signature
3.	Branch Network Resilience – there is risk around movement from C&W. Discuss with Ray Clarke. <b>Complete - Risks discussed and corrective actions eventually put in place. Service take on successful.</b>	DB <b>CLOSED</b>	As appropriate
<b>Update on actions from 2<sup>nd</sup> December 2004</b>			
<b>Info</b>	<b>Actions completed or superceded by this review.</b>		

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