



Major Account Review – Actions

[illegible]



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1.	Look to build relationship with Alan Cook with sponsorship/support from Ric Francis. Take opportunity to celebrate contract signature (June 2006) 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.	DB/LF CLOSED	ASAP
2.	Good news story around overall service availability to be publicised once the HNG-X contract is signed. 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.	DB CLOSED	Contract signature
3.	Branch Network Resilience – there is risk around movement from C&W. Discuss with Ray Clarke. Complete - Risks discussed and corrective actions eventually put in place. Service take on successful.	DB CLOSED	As appropriate
Update on actions from 2nd December 2004			
Info	Actions completed or superceded by this review.		

Please direct any queries or updates to [Business.Assurance](#)

GRO