



## Major Account Review – Actions

<b>Account Name:</b>	Post Office		
<b>Account Manager:</b>	Dave Baldwin		
<b>Date of this review:</b>	31 <sup>st</sup> January 2007	<b>Date of last review:</b>	7 <sup>th</sup> March 2006
<b>Attendees:</b>	David Baldwin; David Courtney; Liam Foley; Katie Hathaway; Colin Lenton-Smith; Julie Sadler; Mark Wiltshire; Tak Yamada;		
<b>Copies:</b>	Business Assurance; Caroline Swain; Brian Harris; Steve Andre; Steven Pownall		
Action No:	Action:	Actionee:	Due Date:
1.	Project Sphere – has 'gone away' for now. From a customer perspective, there was no real sponsorship outside of finance. There is another session due in February between Steven Pownall, Liam Foley and FD within PO. Keep it on the radar as a potential opportunity.	DB	As appropriate
2.	HNG-x development – costs are on track. Current forecast is 01/04/08 into pilot. The level 2 plan indicated release authorization in January. However, the detailed level 3 plan says March. Re-iterating the level 3 plan to bring it back to January. No slips to intermediate milestones anticipated either.	MW	As Appropriate
3.			
	<b><i>Update on actions from review held 7<sup>th</sup> March 2006</i></b>		



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Actions completed or superceded by this review.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

Please direct any queries or updates to Business.Assurance

**GRO**