



## Actions from PSD RRMT Business Review May 2009

	Action	Actionee	Status
<b>New Actions</b>			
2009-5-20.001A	FTS budget transfers Query basis of budget transfer	GP	
2009-5-20.002A	Advise FTS forecast gap by Tuesday 26 <sup>th</sup> May	KW	
2009-5-20.003A	Discuss FTS delivery costs with Steve Clayton	MK	
2009-5-20.004A	Core should pay where Core failures drive additional cost. Escalate to Peter Rowley/Gareth Pugh.	CB	
2009-5-20.005A	Issue re increases in Lisbon charges. Follow up with Wendy Warham.	MK	
2009-5-20.006A	Review possible rolls for Liam Foley	RD	
2009-5-20.007A	Arrange SaaS presentation at PR management meeting 1 <sup>st</sup> week in June	RD	
2009-5-20.008A	Ask Glenys Brown to revalidate sales headcount by close of play Thursday. Include names where known	RD	
2009-5-20.009A	VARs & channels – discuss with Mike Stares moving to FTS	CB	
2009-5-20.010I	Irrelevant	Info	
2009-5-20.011A	Review Royal Mail CS cost task by cop Thursday 21 <sup>st</sup>	MK	
2009-5-20.012A	Discuss Royal Mail opportunities with Tim Gibson	PR	
<b>Actions from previous meetings</b>			
2009-4-20.003A	HNGX Project – How do we reward people working on the project to keep them motivated?	DB/CB	
2009-4-20.005A	Look at Sales within Private Sector and their Compensation plans. There is a need to move them to be more focussed on higher commissions and lower base salaries.	DB	
2009-4-20.009A	Business Consultants – We need to agree a business model going forward on how we use these business consultants. At the moment the budget assumes break even where last year they were an investment to the company of £4m Action – in Kirsten's absence Phil Heath to agree with Rob Devlen. Update 20/5: Suzanne is working up the model. She will review with Gareth this week	RD/GP	
2009-4-20.010A	Business Consultants and BTG – How do we best utilise business consultants and BTG going forward in the most cost effective way. In addition how do we target them? Update 20/5: Guidelines for targeting consultants in Account Teams were distributed by Dane. Suzanne is working up full set.	CB/RD	
2009-4-20.013A	Customer Satisfaction – Going forward Peter would like to see a schedule in the pack regarding Customer Satisfaction Update 20/5: Draft template included in pack. RD to define template changes	RD	