Quality Management Report

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Abstract:	Monthly Report on Quality Management across the Post Office Account.
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Author & Dept:	Neneh Lowther
External Distribution:	N/A
Security Risk Assessment Confirmed	YES, security risks have been assessed, see section 0.9 for details.

Approval Authorities:

Name	Role	
Mark Arnold	Head of Business Management	
Bill Membery	Quality and Compliance Manager	

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0 Document Control

0.1 Table of Contents

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0.2 Document History

Only integer versions are authorised for development.

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	07 Feb 2011	First draft copy for Business Management	
1.0 2011-02	01-Mar-2011	Approval version for February 2011 (should say January)	
1.1	30 Mar 2011	Update for February 2011 Report	
2.0 2011-02	01-Apr-2011	Approval version for February 2011	
2.1 2011-03	18-Apr-2011	Update for March 2011	
3.0 2011-03	28-Apr-2011	Approval version for March 2011	
3.1 2011-04	09-Apr-2011	Update for Apr 2011	
4.0	27-May-2011	Approval version for April 2011	
4.1 2011-05	31-May-2011	Update for May 2011	
5.0 2011-05	28-Jun-2011	Resynchronised dated versioning and corrected formatting. This is the report for May 2011.	
5.1 2011-06	27 Jul 2011	Update for June 2011	
5.2 2011-06	28-Jul-2011	Corrections to links etc. following review	
2011-6.0	28-Jul-2011	Approved version of June 2011 report	
2011-6.1	25-Aug-2011	Update for July 2011	
2011-6.2	02-Sep-2011	Added distribution list at section 0.4	
2011-7.0	05-Sep-2011	Approved version of July 2011 report	
2011-7.1	09-Sep-2011	Update for August 2011	
2011-7.2	05-Oct-2011	Corrections and improvements following review	
2011-8.0	05-Oct-2011	Approved version of August 2011 report	
2011-8.1	13-Oct-2011	Update for September 2011	
2011-9.0	31-Oct-2011	Approved version of September 2011 report	
2011-9.1	09-Nov-2011	Update for October 2011	
2011-9.2	16-Nov-2011	Corrections and improvements following review	
2011-10.0	21-Nov-2011	Approved version of October 2011 report	
2011-10.1	05-Dec-2011	Update for November 2011	

0.3 Review Details

Review Comments by:	
Review Comments to:	Neneh Lowther, Bill Membery + RMGA Document Management

Mandatory Review	
Role	Name
Head of Business Management	Mark Arnold

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Quality and Compliance Manager	Bill Membery
Change Manager	Ken Westfield

Optional Review	
Role	**Name**
None	

(*) = Reviewers that returned comments

0.4 Distribution List following Approval

Issued for Information following approval
Name
Stephen Long
David Court
Gavin Bell
James Davidson
Ian Howard
Hazel Taylor
Peter Beresford
Torstein Godeseth
Tim Healy
Amit Apte
Stephen Doyle

0.5 Associated Documents (Internal & External)

References should normally refer to the latest approved version in Dimensions; only refer to a specific version if necessary.

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 *(DO NOT REMOVE)*	See note above	See note above	POA Generic Document Template	Dimensions
PGM/DCM/ION/0001 *(DO NOT REMOVE)*			POA Document Reviewers/Approvers Role Matrix	Dimensions

0.6 Abbreviations

Abbreviation	Definition
BA	Business Assurance
BMS	Business Management System

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Abbreviation	Definition
BV	Bureau Veritas – Fujitsu's external compliance auditors
CAS	Client Assistant Schedule
CSS	Customer Satisfaction Scorecard
E&Y	Ersnt and Young
FJ	Fujitsu
ISO	International Organisation for Standards
N C	Non Conformance
PCI	Payment Card Industry
PCI DSS	Payment Card Industry Data Security Standard
PO LTD	Post Office Ltd
POA	Post Office Account (Fujitsu)
QMR	Quality Management Review
RMG	Royal Mail Group
SP	SharePoint

0.7 Glossary

Term	Definition
ISO 9001	Quality management systems – Requirements (International Standard)
BS OHSAS 18001	Occupational health and safety management systems – Requirements (British Standard)
ISO 14001	Environmental management systems - Requirements for use (International Standard)
ISO 27001	Information technology – Security techniques – Information security management systems – Requirements (International Standard)

0.8 Changes Expected

Changes

0.9 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.10 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.

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1   Purpose

This document is the monthly report on the suitability, adequacy and effectiveness of the Quality Management system across the Post Office Account (POA).

This management system includes:

1. Fujitsu Business Management System (BMS)
2. POA local processes and procedures
3. POA Second and Third parties

This document is the main input to the regular management review of the POA's Management System which is undertaken in compliance with ISO 9001 clause 5.6 Management review and ISO 27001 clause 5.1.

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2 Management summary

Item	Summary	Details [CTRL] Click to follow link
1	A document detailing both external and internal audits has been published. This is now on SharePoint.	POA Integrated Audit Schedule
2	2 non-conformances and 1 observation remain outstanding from previous audits. The delivery plans to address these issues are on target. All observations from the Ernst and Young (E&Y) audit have been resolved except those for User Management and these are currently running to plan. The framework document has gone out for formal review (PGM/PAS/MAN004). All outstanding observations from the Vocalink audit are on target for completion.	
3	The quarterly management management reviews is scheduled for December 2011. A control objectives document for ISAE 3402 (SAS70) has been provided to Fujitsu by Ernst and Young and is to be discussed by Stephen Long on 14th November 2011, as is the use of an Ernst and Young consultant to move this forward for April 2012. The Link Audit outstanding items are on target to be completed by 31st January 2012 by Security Operations. The BV audit was completed in Sep 2011. Of the 7 observations raised on POA, 5 items have been closed and the remaining 2 are on target for completion by the end of Dec11. The RMG audit has been completed and no observations or issues have been raised so far. The audit report will be provided to us by RMG by the end of December 2011. All outstanding Actions from the Ernst and Young Audit 2010-2011 have now been closed. These have been reviewed by PO LTD/ RMG and we are awaiting final closure by Ernst and Young. The Ernst and Young audit is in progress with walkthrough meetings held on the 7th and 8th November 2011 and evidence requested has been provided to E&Y on their e-portal. E&Y will be visiting IRE11 on the 15th and 16th November to continue this. This project is being managed via a E&Y Client Assistant Schedule (CAS) that is reviewed weekly with PO LTD and monthly at Executive level. The forthcoming PCI Audit is dependent on PO LTD raising the relevant Change Requests for the comparison work between version 1.2 and version 2.0 and a Change Request for the actual audit itself. To date these have not been forthcoming despite repeated requests. The next POL audit steering group is 22nd November and the next QMR is in	QMR Minutes - Sep 11

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Item	Summary	Details [CTRL] Click to follow link
	December 2011. FJ quality forum is on 1st December 2011.	

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3   Introduction

This section of the report covers the Fujitsu BMS which defines how we work. The key components of the BMS can be found on Café VIK at **IRRELEVANT**

3.1   BMS Updates

Updates to the BMS are received from Group Quality each month and the POA Quality Manager reviews these and highlights anything that will have an impact on the account.

A full history of BMS Updates can be found at

IRRELEVANT and BMS Changes

under development can be found at

IRRELEVANT

The next BMS Quality forum is to be held in December 2011 and the account is required to produce for this, a lessons learned quality review and a Quality management highlights and lowlights reports.

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4 Assessments

4.1 Integrated Assessment Plan

Details of all these assessments are shown on the Integrated Assessment Schedule. These are maintained by the POA Compliance and Quality Team and held on the POA Business Management SharePoint site POA Integrated Audit Schedule

4.2 Health Checks Conducted

4.3 Summary

- The Vocalink audit has been completed and all remedial activities are progressing according to plan with a deadline of January 31st 2012 to be completed by Security Operations.

- The BV audit was completed in September 2011 and all remedial work are progressing according to plan.

- The RMG audit has been completed. The initial report from RMG will be provided by 30th November 2011.

- The E&Y Walkthrough audit is in progress

4.4 Assessments planned

4.5 PCI Audit

PO LTD has advised that the PCI audit will take place on the 14th February 2012. POA has requested that the coordination of all PO LTD audits take place prior to this to prevent over audit in the last quarter of the year. PO LTD has also requested that this audit will be under PCI version 2, if it is not completed by the end of December 2011.

A request has been sent to PO LTD to raise a CR for the preparation for this Audit and for the assessment of the changes between versions 1.2 and 2.0 and their likely impact. To date, no response has been received.

5 Process Improvement

5.1 Quality Leads

As a result of the health checks, the following individuals have agreed to become Quality Leads in their respective areas. Applications Development (Steve Evans), Test (Debbie Richardson) and Security Operations (Donna Munro). A 'training plan' will be developed during the 1st quarter of 2012 for the nominated Quality Leads.

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5.2 Quality and Compliance Framework

POA has contractual, legislative and compliance requirements placed upon it by its stakeholders and evidence that these are met is required as part of its Customer Lifecycle Gateways and as part of its internal and external audits.

POA has begun discussing with BA on how this framework will link into its processes and as a result of this further discussions are taking place with PO LTD and BA around the framework. SAS 70 is to be discussed with POL and BA to see if this meets requirements of both BA and PO LTD and enables the reduction in the level of repetitive audits.

The organisational changes within the structure of Fujitsu will affect these discussions and any agreement and guidance has been sought from the BMS team as to the impacts of this.

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6 Corrective action

6.1 Current status

The following table is a snapshot of corrective actions from the audits that have been conducted so since this year including 3 outstanding actions from the previous BSI audit. Full details of these are on SharePoint - Corrective Action Status. This is updated weekly with comments and actions from resolution owners.

Type of Finding	BSI			Business Assurance			Vocalink			BV			Total open
	Open	Overdue	Closed	Open	Overdue	Closed	Open	Overdue	Closed	Open	Overdue	Closed	
Non-Conformance	0	2	0	0	0	0	0	0	0	0	0	0	
Observation	0	0	0	0	1	0	7	0	1	2	0	2	
Opportunity for Improvement	0	0	0	0	0	0	0	0	0	0	0	0	
Good Practice	0	0	0	0	0	0	0	0	0	1	0	0	
TOTAL (Oct 2011)	0	2	0	0	1	0	7	0	1	2	0	2	15

Status	R	Some Corrective Actions are Overdue
	A	Some Corrective Actions are Open but none are Overdue
	G	Some Corrective Actions are Closed

All observations from the E&Y audit (2010/2011) have been resolved and PO LTD is agreeing closure. The framework document has gone out for formal review (PGM/PAS/MAN0004).

The updates on the overdue observations are as follows;

GHQ/PSD/RMG/RoyalMailAccount/080610 Sequence 06 **and** BSI/7431833 Sequence 02

These items are under discussion with the BMS team and are awaiting a decision on how the BMS is going to be affected by the organisational changes that are currently occurring in Fujitsu.

BSI/7492972_7560946 Sequence 02

 Discussions are underway with PO LTD Security team to agree a set of metrics that will be reviewed at each ISMF. An initial set of measurements have been presented and these are under review for enhancement.

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7 Measures

7.1 Customer Satisfaction and Complaints

We have adopted the Corporate CSS approach and these have been aligned with the POA functional areas. This new format and structure has been agreed with PO LTD. The score card for Operations is currently with PO LTD for a moderated score for each of the services. The score cards for Programmes and Projects and Account Management are still outstanding due to staff changes. These issues have been escalated to senior management.

7.2 Customer Satisfaction Interview Programme - CSIP

All actions from the CSIP for 2010/11 have been addressed and completed.

The CSIP interview for POA for 2011/2012 has been scheduled for the 21st December 2011.

7.2.1 User Satisfaction - USAT

Customer satisfaction data covering complaints and the USAT surveys from the monthly analysis of service performance are included below.

USAT for November 2011

USAT scores remain constant; overall score of 4.5 out of 5

Focus within Engineering and HSD will continue.

12 complaints received from a total of 10329 calls taken in October-11

All complaints have been investigated and feedback given.

Justified Complaints	Un-Justified Complaints
Equipment Quality 2x	
Equipment 1x	
Online Services 1x	Online Services 2x
HSD Process 2x	

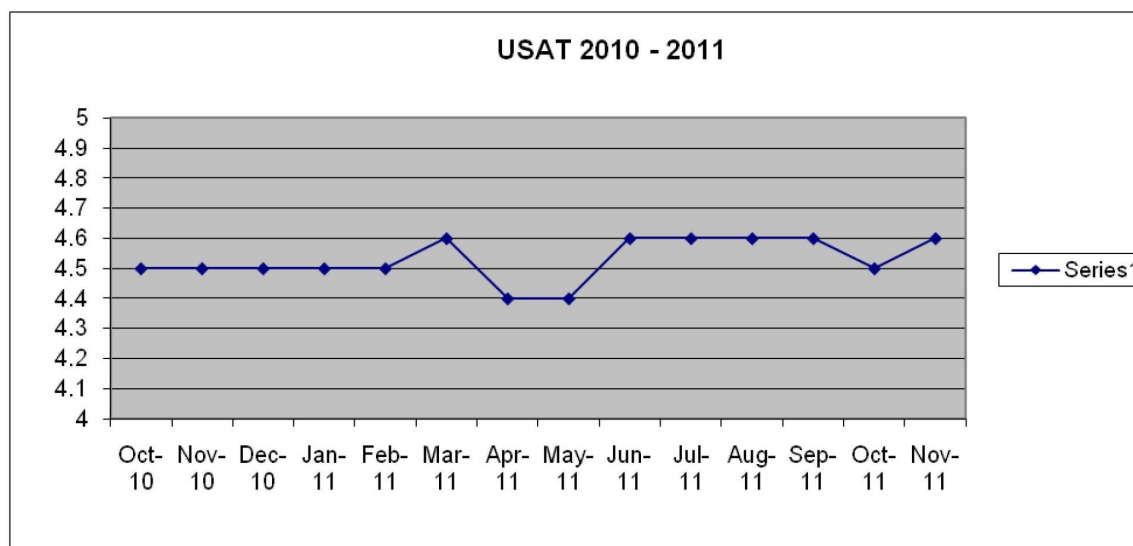**No response Required Complaints**

Online Services 1x

Engineer ETA 2x

HSD 1x

USAT surveys are conducted each month by the Help Desk contacting a sample of Postmasters (typically less than 50% respond to these requests). The USAT survey data for October has been added and this continues to show little change in the levels of satisfaction quoted which remains at acceptable levels.

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USAT 2010 - 2011

8 Communication

Proposals for updating the Quality page on the POA SharePoint site are to be discussed as part of the Business Management initiative.

9 Quality Forum

The next BMS Quality Forum is scheduled for 1st December 2011.

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