POL00372698

Message

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Sent: 24/11/2013 22:02:43
To: Angela Van-Den-Bogerd [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Angela.Van den boge1c5fcfe7-2672-42d9-b324-4ea8d2814853]
CC: Andy Holt [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Andy.holt1f932521-2f1a-4377-9268-fd0fcf5c7371]; Anne Allaker GRO [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Anne.allakerb0fe4dda-d12e-4d80-90a8-67cc1b1af027]
Subject: Project documentation
Attachments: A3 KPI Map for Branch Improvement Programme V0.01 22Nov13.vsd; Sparrow - to be processes.vsd; Branch Training and Programme - Workstream - Training.doc; Branch Training and Programme - Workstream - Communications.doc; IT - Workstream - Template.doc; Pre Appoinment - Workstream - Template.doc; Operational Support - Workstream - Template.doc; Branch Training and Programme - Workstream - Physical support.doc; Branch Training and Programme - Workstream - Performance Management.doc; Exit Process - Workstream - Template.doc

Hi Angela

Please find attached the following:

1. Work stream templates – these indicate the objectives of each of the work streams, the Key Performance Indicators, what the work stream is trying to change, the deliverables, the work that needs to be done, stakeholders and dependencies. One has been done with each of the work streams, with the exception of the Detica one.

2. A3 KPI Map – this plots all of the parts of the work streams into one Programme map. This should hopefully give us some clarity on what we are trying to deliver as a Programme, and then use that to work with the work stream owners to quantify which bit they are delivering and what their contribution is.

3. Process maps for the "to-be". The tabs reflect different stages of the lifecycle. These were the basis of the last Programme Board but we've expanded them to create a process map for the pre-appointment and induction process, operational support process and the leaver's process. Pam is still working on her content and this should be with me tomorrow night. Once I get it across I can get it put into a map.

As discussed, we have had varying degrees of success with engagement so our process has been to do this and get the input and sign-off from the owners. The next stage is to put all the deliverables into a plan and get them to commit to some dates.

The general feedback is that they are also struggling with dependencies so I thought it would be useful to use the session on the 11th December as the time when we confirm who needs what from who and when the key activity will happen.

I've assumed you've got visio but if you haven't let me know and I'll convert them into word.

Hope this gives you something close to what you need.

Thanks

Gayle

Gayle Peacock I Branch Training and Support Programme

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