



Quality Management Report
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Author & Dept.: Bill Membery/Abi Loveday

External Distribution: None

Security Risk Assessment Confirmed YES, security risks have been assessed, see section 0.9 for details.

Approval Authorities:

Name	Role	
Steve Bansal	Senior Service Delivery Manager	



0 Document Control

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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
		For full history, see previous revisions in Dimensions.	
2015-11.1	20-Jan-2016	Draft version of January 2016 report (reviewed template and amended).	
2016-01	17-Feb-2016	Approved version of January 2016 report.	
2016-01.1	10-Mar-2016	Draft version of February 2016 report.	
2016-02	10-Mar-2016	Approved version of February 2016 report.	
2016-02.1	23-Mar-2016	Draft version of March 2016 report. Removed Keith Smith from distribution list.	
2016-03	23-Mar-2016	Approved version of March 2016 report.	
2016-04.1	25-May-2016	Draft version of May 2016 report.	
2016-05	07-Jun-2016	Approved version of May 2016 report.	
2016-05.1	08-Jul-2016	Draft version of July 2016 report.	
2016-07	31-Aug-2016	Approved version of July 2016 report.	
2016-07.1	07-Sep-2016	Draft version of August 2016 report.	
2016-08	22-Sep-2016	Approved version of August 2016 report.	
2016-08.1	10-Sep-2016	Draft version of September 2016 report.	
2016-09	14-Oct-2016	Approved version of September 2016 report.	
2016-09.1	11-Nov-2016	Draft version of October 2016 report.	
2016-10	11-Nov-2016	Approved version of October 2016 report.	
2016-11	13-Jan-2017	Draft of December 2016 report.	
2016-11.1	13-Jan-2017	Draft version of December 2016 report.	
2016-12	02-Feb-2017	Approved version of December 2016	

0.3 Review Details

Review Comments by:	
Review Comments to:	Bill Membership + Post Office Account Document Management
Mandatory Review	
Role	Name



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Senior Service Delivery Manager	Steve Bansal
Quality and Compliance Manager	Bill Membery

Optional Review	
Role	Name
Document Manager	Matthew Lenton

(*) = Reviewers that returned comments

0.4 Distribution List following Approval

Issued for Information following approval
Name
Alan Flack
Alex Kemp
Brian McCann
Carol Dunford; Post Office Account Commercial Mailbox
Chris Harrison
Ewan Hill
Gavin Bell
Geraldine Houlihan
Ken Westfield
Mark Ascott
Martin Cornell
Nick Lawman
Pete Newsome
Pete Thompson
Ray Wodhams
Stephen Godfrey
Steve Bansal
Tony Wicks

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/00 01(DO NOT	See note	See note above	POA Generic Document Template	Dimensions



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PGM/DCM/ION/00 01 (DO NOT REMOVE)			POA Document Reviewers/Approvers Role Matrix	Dimensions

0.6 Abbreviations

Abbreviation	Definition
BA	Business Assurance
EBMS	Fujitsu Business Management System
BV	Bureau Veritas – Fujitsu's external compliance auditors
CAS	Client Assistant Schedule
CSS	Customer Satisfaction Scorecard
E&Y	Ernst and Young
FJ	Fujitsu
ISO	International Organisation for Standards
LASISS	LINK ATM Scheme Information Security Standard
NC	Non Conformance
PCI	Payment Card Industry
PCI DSS	Payment Card Industry Data Security Standard
POA	Post Office Account (Fujitsu)
POL	Post Office Ltd
QMR	Quality Management Review
SOW	Statement of Works
SP	SharePoint
SoCR	Statement of Compliance Report
CAP	Corrective Action Plan
NC	Non Conformance



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)
ISAE 3402	International Standards for Assurance Engagements - Assurance Reports on Controls at a Service Organization
Health Check	A quick, focussed, short duration review of critical processes to confirm their capability and identify improvement opportunities to the efficiency and effectiveness of the process in meeting business goals.
PCI	The Payment Card Industry for data security standard (DSS).
ISO 22301	The business continuity standard.
ISO 20000	The service management standard.
BMS	Fujitsu's business management system.

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.



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 (EBMS)
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.

1 Management Summary

Item	Summary	Details
1	A document detailing both external and internal audits has been published. This is stored on POA Audit High Level Plan 2015 16	
2	<p>BV – There are currently have 0 outstanding observations and non-conformities.</p> <p>PCI – POL – Notified on 3rd January by Adam Moss that Post Office had received their attestation of compliance and remedial work and changes to prepare for the 2017 audit were to be planned in January/February 2017.</p> <p>ISAE 3402 – This was placed on hold by Mark Nash at Post Office on 22nd December 2016 and is currently under discussions commercially.</p> <p>BA IS022301 – The next audit for this will be on 23rd February 2017.</p> <p>ISO 27001 – The next audit for this will be undertaken in 2017.</p> <p>ISO 9000 – The next audit for this will be on 23rd February 2017.</p> <p>EBMS – A full history of the EBMS Updates can be found at BMS Change History and recent changes have been provided to all teams with required actions.</p> <p>Local Health Checks – No progress on these to date and EBMS policy and processes now require the Account to call in assessment services if these are required.</p> <p>Quality & CI – Focus is on delivering contractual obligations, reducing costs and providing employees with transferable skills and knowledge but may change dependent on Project Trinity and the strategy currently being developed.</p> <p>Transition – The scope and responsibilities for any future Audits have not been clarified despite repeated requests at the ISMF to Post Office Limited and ATOS. This may change dependent on project Trinity.</p>	



2 Introduction

This section of the report covers the Fujitsu EBMS which defines how we work. The key components of the BMS can be found on Café VIK at [EBMS Processes](#).

Updates to the EBMS are received from Group Quality each month. These updates are being cascaded to the Leadership Team via the Monthly Quality Report. The Quality and Compliance Team is ensuring that future updates have been cascaded to Process Owners/Leads.

A full history of EBMS Updates can be found at [EBMS Change History](#).

The Account is required to produce for this, a lessons learned quality review and a quality management highlights and lowlights reports.

3 Waivers & Lets

The [EBMS Waiver List](#) shows the current Waivers and Lets from Fujitsu's BMS process and are subject to review by the Account Process owner three months prior to the expiry of the Waiver or Let. Due to recent changes in the BMS, the Account may need to consider waivers against these because of the timescales required to deliver them.

4 Assessments

The Account is subject to assessments (audits) from various sources:

1. External to Fujitsu
 - Fujitsu's certification body (currently BV) who conduct assessments where initial registration to standards is being sought, surveillance assessments for standards to which Fujitsu is already registered. This currently includes the standards listed [here](#).
 - POL who may conduct audits as they are allowed to do under the terms of The Agreement with Fujitsu.
2. External to the Account
 - Assesment Services and Security Governance conduct assessments as part of Fujitsu's agreement with Fujitsu's certification body (currently BV) to reduce the amount of assessment carried out directly by the certification body. Assesment Services and Security Governance sometimes carries out additional assessments at the request of the Account to help prepare for external assessments.
3. Internal to the Account
 - POA Quality Management conduct local health checks on the Account to ensure that the account is complying with local processes and procedures, with the EBMS and the standards and that the Account is required to comply with under the terms of the Agreement.



Assessments Conducted

The following assessments have been conducted on the Account during 2016:

Date	Type	Assessor	Scope	Non-Conformances	Observations	Link to Reports
November 2015-February 2016	ISAE 3402	Ernst and Young	ISAE 3402 Completed			ISAE 3402 report 2015-2016
November-December 2016	PCI Additional Audit	Razorthorne	Additional Devices found by PEN test			Report owned by POL.
April 2016	ISO 27001	Bureau Veritas	Audit of Helpdesk functions and staff at Stevenage			Security Audit April 2016
June 2016	ISO 27001/ PCI DSS	Security Governance	Audit Preparation for external PCI audit			POA PCI PRE Audit 2016

[ISO 27001 Security Governance Report](#)

4.1 Assessments/Health Checks Planned

Health Checks are a quick, focused, short duration review of critical processes to confirm their capability and identify improvement opportunities to the efficiency and effectiveness of the process in meeting business goals.

The POA Compliance Framework has identified areas which, based on previous external and internal non-conformities, observations and ISO 27001 Health Checks, require further investigation and these have been included in the integrated assessment plan.

The following assessment and Health Check has taken place and has not yet been finalised:

Date	Type	Scope	Assessor	Notes
November 2016 – February 2017	ISAE 3402	External	E&Y (Provisional)	On hold at Post Office request.
February 2017	BV 9000	External	Bureau Veritas	



5 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 assurance to the Stakeholders. This is achieved via its internal and external compliance and accreditation audits and Health checks.

The controls required to meet its accreditation and compliance are documented in Fujitsu's EBMS and this document.

POA has undertaken a review of these controls to provide Post Office Limited (POL) with an ISAE 3402 Statement of Compliance Report in March 2016. This work was undertaken in conjunction with Ernst and Young (E&Y) and (POL) and is repeated annually.

This ISAE 3402 SOCR coupled with the Account's ISO 27001 and assisting POL's own accreditation to the PCI DSS standards have provided the framework and assurance needed to both Fujitsu and POL.

5.1 Document Management

These reports are compiled and managed by the Document Manager but we are responsible for the Quality elements of it.

Links to Document Management Reports are here:

[Dimensions Document Index](#)

[Issued for Review in last 10 days](#)



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Corrective Action Status

Full details of these are on SharePoint – [POA Corrective Action Log](#) and on the Group Quality Assessment Database.

POA Corrective Action Status 17-Jan-2017

Type of Finding	BV					Business Assurance						E&Y					Health Checks					Total Outstanding (Open + Overdue)
	Open	Overdue	Closed	Total	Status	Open	Overdue	Not yet Verified	Closed	Total	Status	Open	Overdue	Closed	Total	Status	Open	Overdue	Closed	Total	Status	
Major Non-Conformance	0	0	0	0	G	0	0	0	0	0	G	0	0	0	0	G	0	0	0	0		0
Non-Conformance	0	0	0	0	G	0	0	0	0	0	G	0	0	0	0	G	0	0	0	0		0
Observation	0	0	0	0	G	31	0	0	0	31	A	0	0	0	0	G	0	0	0	0		31
Good Practice	0	0	0	0	G	0	0	0	0	0	G	0	0	0	0	G	0	0	0	0		0
TOTAL	0	0	0	0	G	31	0	0	0	31	A	0	0	0	0	G	0	0	0	0		31

Status

- R** Some Corrective Actions are Overdue
- A** Some Corrective Actions are Open but none are Overdue
- G** All Corrective Actions are Closed
- V** Completed by POA, but awaiting Verification
- T** Total number of outstanding non-conformances and observations

5.2 POA INDUCTIONS

All new joiners to the Post Office Account are required to complete an induction within 90 days of joining the Account.

This summary is reported monthly after each POA Induction. The next report is due at the end of January 2017.

POA Induction Attendance

Number of Security induction incidents (people who haven't received an induction within 90 days of joining the Account)

0

0

0

Oct-16

Nov-16

Dec-16

We currently have no security induction incidents. We received 100% conformance from January 2016 - September 2016. We are still waiting on the 90 day period to complete the report for October, November and December.

	New Joiners each month	New Joiners Requiring the Full Induction	Number of New Joiners who do not require a full induction	Number of New Joiners inducted within 90 Day Period	Number of Security Incidents*	Percentage of each month's new joiners now inducted
January	13	8	5	8	0	100%
February	2	1	1	1	0	100%
March	17	16	1	16	0	100%
April	13	11	2	11	0	100%
May	6	6	-	6	0	100%
June	14	12	2	12	0	100%
July	8	6	2	6	0	100%
August	8	6	2	6	0	100%
September	7	6	1	6	0	100%
October	14	14	0	12	0	86%
November	6	6	0	5	0	83%
December	6	6	0	0	0	0

* A security incident is defined as a New Joiner who is not inducted within 90 days of joining the Account

6 Measures

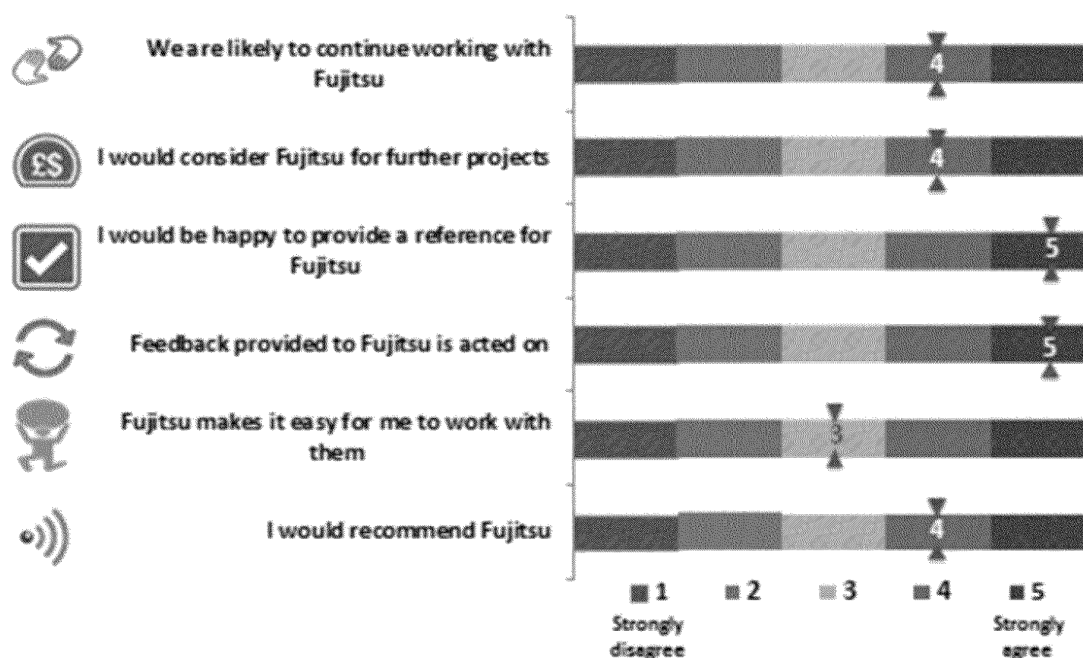
6.1 QRT/POA Scorecard Process

	Oct-Dec 15	Jan-Mar 16	Apr-Jun 16	Jul-Sep 16
Operations - Quarterly Scorecard	9.7	9.6	7.9	8.0
Operations - Quarterly Relationship Tracker	4.33	3.10	3.36	3.60
	Oct-Dec 15	Jan-Mar 16	Apr-Jun 16	Jul-Sep 16
Programme - Quarterly Scorecard	8.8	8.8	TBA	TBA
	Oct-Dec 15	Jan-Mar 16	Apr-Jun 16	Jul-Sep 16
Customer Led STAR Awards	7	TBA	TBA	TBA

6.2 Voice of the Customer (in depth reviews)

The annual VoC In-depth Review was conducted with Steve Beddoe (Post Office) during December 2015 and the results are highlighted below. The feedback provided by Steve Beddoe has been evaluated and used to create the 2016 VoC Service Improvement Plan which is now underway and can be located on the POA Portal alongside the Chime VoC Report.

KPI Results





7 Communication

Communication of all Quality details is provided through the EBMS updates which are on SharePoint, via this monthly report, and the Quality Management Reviews. External communications with the customer are through the Joint Audit Group Steering meetings.