

Message

From: GARDNERPA
Sent: 07/11/2007 09:01:53
To: John.Casey [GRO] Paul.Hailey [GRO] Sarah.Hill [GRO] Angela.Hughes [GRO]
 Helen.Sparks [GRO] Shaun.Wiggett [GRO]
Subject: FW: Process issues at HSD
Attachments: remuneration.xls; MASTER FLIPCHART.doc

We will need to cover this some tiome in the near future, so please can you have a read and think!

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-----Original Message-----

From: Melrose Liz
Sent: 06 November 2007 10:31
To: Gardner Paul A
Cc: Peach Mik; Denham Steve
Subject: FW: Process issues at HSD

Hi Paul

Please see mail below from Mik. I can fully appreciate that the desk has been and is under pressure following the introduction of TfS and also with staff resource issues at the moment, however Mik's mail raises some fundamental issues, which we need to implement Service Improvement actions to address.

- * Usage of KELs
- * Reviewing calls & reading information contained within
- * Usage of OTI Update activity type.
- * Call Management within TfS

Can I ask you to give some thought to what we can do to address these issues & track conformance going forward. I'll do the same and then if we could meet up in STE09 either 15th / 16th November (if you're free) that would be great.

Couple of ideas to get the brain juices flowing:

- * We could look to use the knowledge base within TfS - I believe this has an auto search on keywords (we'd need to review the cost & effort of transferring data etc against benefit).
- * Critical data held on "aide memoires" on the desks. This has worked really well on desks I've worked on and managed in the past - see attached as example. (obviously data would need to be changed to be relevant to POL).
- * Introduction of notifications on TfS.

In the interim, could you send me a copy of the current training material used for TfS

Thanks

Liz

Liz Melrose, Service Delivery Team Manager
 Royal Mail Group Account, Private Sector Business Unit

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P Please consider the environment - do you really need to print this email?

-----Original Message-----

From: Peach Mik
Sent: 02 November 2007 16:04
To: Melrose Liz
Cc: Denham Steve
Subject: Process issues at HSD

Liz,
SSC staff are getting upset about some of the calls which are coming to us : actually, they are getting a lot of stick when they call Postmasters who complain bitterly about the amount of time that it is taking to fix their problems.

The issues seem to be as follows :

- a) HSD staff are not checking KELs before passing calls to NBSC or telling PMs to reboot
In many cases, there is no evidence on the call that the KELs were checked at all.
- b) Software problems are not being passed to the SSC in good time
 - i) Reboot
 - ii) Pass call off to NBSC
 - iii) When NBSC return it, then pass it to the SSC

The spreadsheet below is just a sample of the calls which came into HSD which related to the remuneration report issues. This was a software problem, but the calls have been bounced around before being passed to us - resulting in unnecessary delay before we found out about the problem, and therefore delay in fixing it.... one of the calls still does not appear to have come to us, the others were late.

- c) HSD staff not reading what was in the existing call before talking to a PM. On one call today, SSC had updated the call saying "We are rebuilding the message store on this site" - HSD called the PM and told them to reboot - which completely wrecked the process and we had to start again from scratch.
- d) process not being followed - on 12/10/2007 office 077033 went non -polling
on 17/10/2007 the counter was replaced - but the counter had not been "talking" to the other counters....
on 18/10/2007 the PM called in saying that there were missing transactions.
There were 3 TFS calls (31235,31991 and 34563) - 34563 came to the SSC

Two updates were made to this last call, but they didn't come to Peak because OTI update hadn't been used

We recovered the data from this counter, fortunately, if it had been left any later then it would have cost us 154,000 in penalties.

Regards
Mik