

POST OFFICE COUNTERS LTD/PATHWAY/ NATIONAL FEDERATION OF SUBPOSTMASTERS

MEETING RE AUTOMATION HELD ON 28 MAY 1997 IN CAMERON HOUSE

ACTION POINTS

ACTION	Action By
<ul style="list-style-type: none"> ♦ Processor problems - quick attendance but down time excessive (half day) ♦ Need to integrate security into process ♦ Surveys - a need to provide kit specifications etc., in advance to enable Subpostmasters to get heads around change ♦ Cable length appears to be too constraining (affects where kit can be sited) ♦ Idea! - Subpostmaster developed own housing unit (monitor encased, with printer on top) ♦ Key board location may be an issue when swipe card kicks in (design?) ♦ Keyboard design and usability needs considering when looking at housing unit solutions ♦ Model of kit needs to be more robust and realistic and to represent space taken up (ie., includes cabling allowance) ♦ Consistency of approach to preparation activity - standards? ♦ Review of 'sign-off' processes (liability issues) ♦ Identify primary customers for each of key processes ('exploded' process map) ♦ Communication - co-ordinating all data gathered against each outlet during install process (survey - go live) 	<p>PDA</p>

ACTION	Action By
<ul style="list-style-type: none"> ♦ Expert support - outlet focused 'case notes' Collating information generated by <u>all</u> parties involved Keeping outlets informed and up to date Who owns this Communication process? ♦ Robustness of communication network for systems ♦ Subpostmasters <u>not</u> reporting <u>all</u> systems errors - distorting error rate figures ♦ Surveys - need to communicate running order of surveys and number of 'gangs' working each day to enable effective use of resource ie., RNM - timeliness of information needs improving ♦ Training & User Awareness Events - timely and accurate information re attendance/non attendance ♦ User Awareness Events - consider timing as attendance rates may be adversely affected eg., double payment days, City Centre venues (expensive parking), access by public transport essential ♦ User Awareness Events & Training - standards set by Peritas seen to be too high to exclude use of PO facilities ♦ Pathway staff have been well received in outlets and during training. Also attitude of Subpostmasters ♦ Health & Safety issues at automated outlets, particularly in one man outlets eg., ergonomics - left/right hand working , RSI liability? Ops first Liability issues next - POCL-NFSP ♦ How can NFSP Branch network help? Showing kit? Briefings (LM/SJ - PDA/JE - CB) 	<p>PDA</p>

ACTION	Action By
♦ Review some security policy eg., siting of parcel hatches, speech units (space taken up) (PR/JE/CB)	PR/JE
♦ View security options in context of automation - widen our options (PR/JE CB)	PR/JE/
♦ RNM workloads (general) impacted upon by Horizon (CEC,JE/PR - RGMs)	PR/JE
♦ Talking Shop idea! - article focusing on Subpostmasters who have been automated - audio tape (Link with CB) (PR/RD)	PR/RD
♦ Who 'owns' a problem and satisfies it for Subpostmaster? Important to Subpostmaster there is <u>one</u> contact point	JE?
♦ Urgent need for guidance of kit specifications, counter layouts to enable new Subpostmasters/those who want to modernise outlet prior to automation (PR/JE/DG)	PR/JE
♦ Business as usual activity - concerned re managing transfers, relocations etc	JE
♦ Improved information flow	PR
♦ Mechanism for reviewing (interim PDA measure). Live trial needs establishing (RGMs) (CEC/JE)	JE
♦ Attendance payments for training and User Awareness Events (CB/AD)	JE?
♦ How can NFSP Branch network help? Showing kit? Briefings (LM/SJ - PDA/JE - CB)	JE
♦ Attendance payments for training and User Awareness Events (CB/JE?)	AD

ACTION	Action By
♦ Preparation - out of hours? (solution?) work carried out in opening hours, noisy and lots of people involved eg., 6. Office closure as an option?	CEC input
♦ RNM workloads (general) impacted upon by Horizon (CEC, JE, RGMs, PR)	CEC
♦ Ideal - Account Manager approach to managing number of outlets (RNM Group? roll-out group?)	CEC
♦ Seek information necessary to manage issues - back to issue of who manages outlets	CEC
♦ Mechanism for reviewing (interim PDA measure). Live trial needs establishing (RGMs) (CEC/JE)	CEC
♦ Review some security policy eg., siting of parcel hatches, speech units (space taken up) (PR/JE CB)	CB
♦ View security options in context of automation - widen our options (PR/JE CB)	CB
♦ Attendance payments for training and User Awareness Events (JE?/AD - CB)	CB
♦ How can NFSP Branch network help? Showing kit? Briefings (LM/SJ - PDA/JE - CB)	CB
♦ RNM workloads (general) impacted upon by Horizon	RGMs
♦ Mechanism for reviewing (interim PDA measure). Live trial needs establishing (RGMs)	RGMs
♦ Systems communications links with Farnborough eg., stops being enforced or dropped, not being notified to database quickly enough. Further compounded BA insist on 2nd class post for books	JB/PC
♦ How can NFSP Branch network help? Showing kit? Briefings (LM/SJ - PDA/JE - CB)	LM
♦ How can NFSP Branch network help? Showing kit? Briefings (LM/SJ - PDA/JE - CB)	SJ

<u>ACTION</u>	<u>Action By</u>
♦ Urgent need for guidance of kit specifications, counter layouts to enable new Subpostmasters/those who want to modernise outlet prior to automation (PR/JE/DG)	DG
<u>GENERAL</u>	
♦ PR to brief PDA & POCL operational people	PR
♦ JBMcN/DC to meet with ICL (Barry Davies)	JBMcN/ DC

ID KEY

PR	Paul Rich
JE	Jonathan Evans
CEC	Counters Executive Committee
DG	Don Grey
CB	Colin Baker
LM	Liz Moran
SJ	Sarah Juggins
PDA	Programme Delivery Authority
RGMs	Regional General Managers
RD	Rob Durrant
AD	Alex Docherty
JB	John Bennett
PC	Peter Crahn