

Scorecard: Quarter Ending November 2001

POST OFFICE LIMITED QUARTERLY SCORECARD

Quarter under review: September, October & November 2001

Customer: POL ICL Pathway Service		Name of POL ? Don Grey	Name of Customer Service Director Martin Riddell	Scorecard date: November 2001		
Category	Sub-Category	Measurement	Customer comments	Importance	Performance	% Score
Service Delivery	Helpdesk Service	Quality of Service	Understand postmaster drivers more	10	8	
	Business Continuity Service	Quality of Service	OBCS failure	10	6	
	Engineering Service	Quality of Service		10	8	
	Reference Data Service	Quality of Service		10	8	
	Problem Management	Quality of Service	Need to stick to agreed processes & OBCS problem	10	6	
	Reconciliation Service	Quality of Service		10	8	
	Outlet Business Change	Quality of Service	OLA - timescale for delivery, ongoing communication, mgt of your suppliers	10	6	
Overall satisfaction with the Service				70	50	71%
Service Management	Responsiveness to requests & issues	Appropriate and timely	Inconsistency	10	7	
	Service Improvement	Proactive and show initiative	No real evidence of wanting to drive improvement, enhancements	10	4	
	Service Reports and Reviews	Level and accuracy of information	Repetitive, tendency to give as little as possible	10	7	
	Attitude and behaviours	Consistently appropriate and professional	Are we the customer?	10	7	
Overall perception of the management of contracted services				40	25	63%
Forward Planning	Working in partnership	Achievement of common goals	Are common goals identified?	10	6	
	Communication	Keeping POL informed of progress	Early awareness of issues	10	6	
	Management of POL actions	Effective and timely	Blame culture...	10	6	
	Achieving Milestones	Planning and delivering commitments		10	6	
Overall satisfaction of forwarding planning across services				40	24	60%
Relationships	Working together	Ability to achieve common goals	As above	10	6	
	Communication	Keeping POL informed generally	Link to forward planning - key area of comms required	10	6	
	Commitment	Keeping promises, not being let down	Individuals committed - organisation not, resources diverted from live operations to development	10	7	
Overall perception of ICL Pathway and POL working partnership?				30	19	63%
Importance vs Performance average scores				180	118	6.6

Performance Measurement Scale

Delighted 10 Dissatisfied 1

Importance High 10 - Low 1

Signed by Customer Service Director:

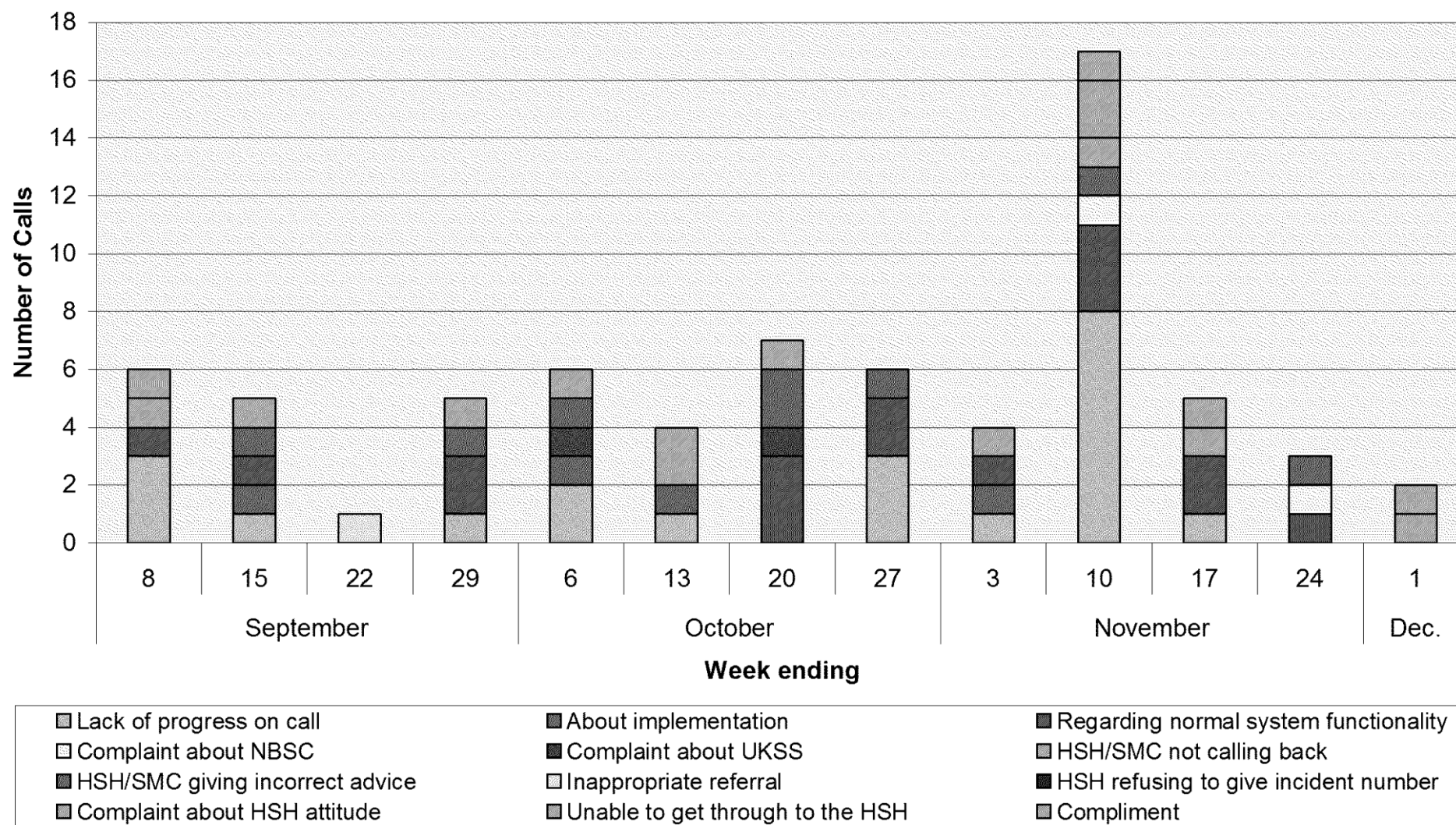
Signed by Head of BSM

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- **Don Grey: “Difficult and thought provoking exercise”**
- **POL comment sometimes reflects ICL Pathway in general**
- **Service Improvement: (Score 4)**
 - **Difficult to quantify as operation is very contract driven**
 - **We will publicise our many initiatives more fully**
- **At a working level, POL BSM are very happy with relationships and service provided**

Customer Compliments / Complaints

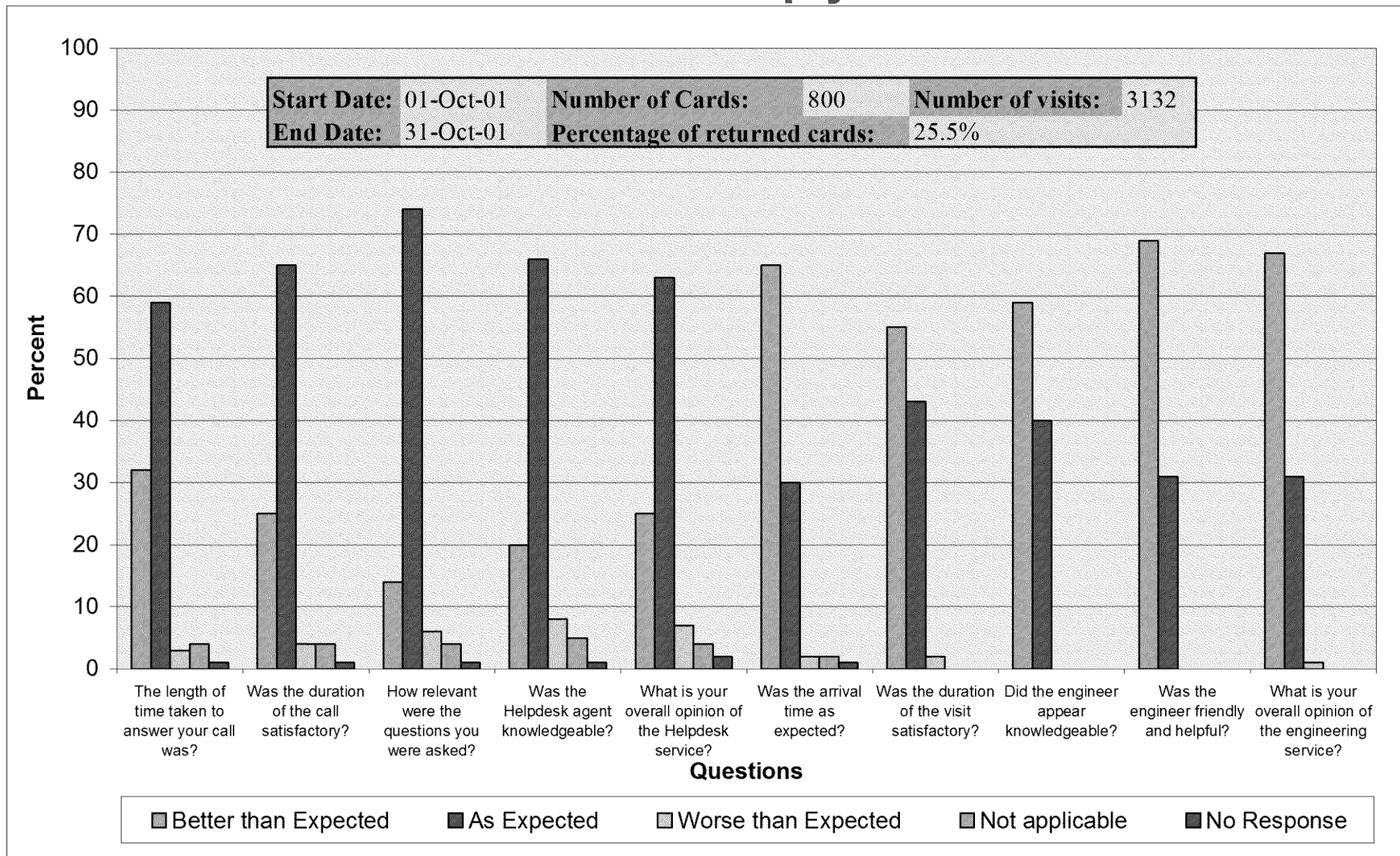
Compliment / Complaint Calls Raised at the HSH



Customer Compliments / Complaints

- Low volume overall - generally < 5 per week
- *(Week 10 Nov saw major OBCS counter problems)*
- All complaints are dealt with individually
- Very few received re. HSH attitude / quality of advice

Service Visit Reply Cards



Service Visit Reply Cards

- **Good response - 25% !**
- **Shows high overall satisfaction**
- **Generally complimentary**
- **UKSS engineers score highly in particular**
- **Ties in with SLA performance**

Manager Care Visits

- **116 Outlets visited to date**
- **Pleased that ICL Pathway “shows an interest”**
- **Very complimentary about Horizon kit / support**
- **Found balancing times quicker / more accurate**
- **Eager to discuss new services / applications**