

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

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PC NW 06 01

MS/LW PC NW 06 01

1 December 2004



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General Secretary: COLIN BAKER
Senior Assistant General Secretary
KEVIN DAVIS
Assistant General Secretary
MARILYN STODDART

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

Dear Executive Officer

RE: ASSESSMENT OF HORIZON SYSTEM

As part of the ongoing process of developing the Horizon system to meet the needs of the future, Post Office Ltd are seeking feedback from Subpostmasters on the current operation of the system.

I am told that this assessment will involve a number of activities, one of which is to elicit views by way of questionnaires. Post Office Ltd have asked that the Executive Council be part of this exercise and I enclose two questionnaires on the system plus a reply slip indicating that you wish to be included on a database for future consultative activity. The completed documents should be returned in the enclosed pre-paid envelope directly to Post Office Ltd.

I have been asked to circulate the nine-page questionnaire to an NFSP group of around 25 people and therefore will circulate this to Regional Secretaries in addition to the Executive Council.

Post Office Ltd will be sending the same questionnaires to a random sample of Subpostmasters.

Yours sincerely

GRO

MARILYN STODDART
Assistant General Secretary

Encl.

Lynda Willoughby

From: Lynda Willoughby
Sent: 02 December 2004 10:37
To: 'Gareth Hall'
Subject: Questionnaires on Horizon

Gareth

Please find list below of where we have sent the questionnaires to.

Horizon system stakeholder review November 2004 - Questionnaire no. 1

GRO

192542
378420
180552
084004
223704
218405
209611
190226
153830
055937
521340
233238
407217
245130
199349
212824
062130
127006
224208
221306
188405
105900
176552
105830
207704

Horizon Usability Inventory

GRO

192542
378420
180552
084004
223704
218405
209611
190226
153830
055937
521340
233238
407217
245130
199349
212824

Kind regards

Lynda

Lynda Willoughby

Updating the Horizon system – getting your views



Over the coming years, the Horizon system will need to be updated to take account of new products and new ways of doing business. We want to get your feedback on the system, to make sure that the next generation of Horizon is as effective as possible.

The enclosed short questionnaire has been developed to get your views on the current system. This is supporting other activity, including a small number of face to face focus groups with agents.

We understand this is a busy time of the year but we really want to take account of front line users' views in developing future plans. It's a great opportunity for you to share your experiences with us and provide input into the future of the business.

With your consent, we would like to record your details as someone who is willing to become involved in reviewing changes. This could mean you are invited to get involved in future activity, potentially to test new kit or materials before national launches. Please complete the reply slip if you are willing to get involved and return it with the questionnaire.

It should take no more than 10-15 minutes to complete the questionnaire. Please return it and the reply slip in the enclosed S.A.E by **10th December 2004**.

Thank you for your contribution.

Yours sincerely,

GRO

Ben Gildersleve

Enclosures: Envelope addressed to Dearne House
Questionnaire

Page 1 of 2

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Registered Office: 80–86 Old Street
London EC1V 9NN

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Page 2 of 2

Changing the Horizon system – user database

Reply Slip

Branch Name:

FAD Code:



I would like my branch to be recorded on the Front Line in Change Database, for involvement in future activity.

Print Names of Attendees:

1.

2.

Please return this slip in the SAE provided by

If you mislay the SAE, please place this slip in a stamped envelope addressed to:

Ben Gildersleve
1st Floor South Wing
Deame House
Cortonwood Drive
Brampton
Barnsley
S73 OTB

Please claim the postage in the normal manner if you are not using the SAE

Thank you

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Horizon system stakeholder review November 2004 -- Questionnaire no. 1

1. Name

2. Location

3. Event & date

4. Please tell us about the role you perform

5. What are your main job responsibilities



Horizon system stakeholder review November 2004 – Questionnaire no. 1

6. Describe your typical work day

7. Which task do you perform most frequently over a period of:

An hour:

A day:

A week:

A month:

On average:



Horizon system stakeholder review November 2004 -- Questionnaire no. 1

8. Which task that you perform regularly, do you is the **most efficient** and why

9. Which task is the **least efficient** and why



Horizon system stakeholder review November 2004 -- Questionnaire no. 1

10. If you were to change any of the tasks, which would you change first and why

11. Which other tasks would you like to see changed to make them more efficient



Horizon system stakeholder review November 2004 – Questionnaire no. 1

12. What tasks would you like to be able to perform with the Horizon system that you are currently unable to perform?

13. If you had to design the system for your personal use **only**, how would you do this



Horizon system stakeholder review November 2004 – Questionnaire no. 1

14. Which 10 tasks that you perform regularly do you consider the most important
and why?

15. Which 10 tasks you perform regularly do you consider the least important?



Horizon system stakeholder review November 2004 – Questionnaire no. 1

16. Are there any of your daily tasks that can be performed quicker with pen and paper? (please explain why)

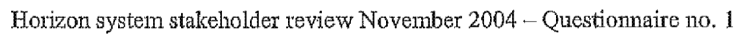
17. Do you have any special needs, such as 'low vision', 'motor impaired', 'hearing loss', 'cognitive impairment', or any other need that should be considered by people designing the system?



Horizon system stakeholder review November 2004 – Questionnaire no. 1

18. Please tell us what you consider the most important aspect of the system and why

19. Please tell us what you consider the most disliked aspect of the system and why



This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Page 9 of 9

Horizon Usability Inventory

Instructions

This inventory has 25 statements and 3 open ended questions for you to complete. Please answer every one of them. Against each statement there are 8 boxes. Please mark the left-most box if you **completely agree** with the statement and the right-most box if you **completely disagree** with the statement. If you do not understand the question, please mark the box "N/A" (not applicable).

Thank you for your time and valuable assistance in re-designing the Horizon User Interface.

NB! *the feedback and answers you provide will be kept completely confidential. No information will be published in a manner that may identify you as a person.*

Date:

.....

Your name:

.....

Your Post Office branch name:

.....

No of counter positions:

.....

Horizon Usability Inventory

statement	strongly agree <<				strongly disagree >>				n/a
	1	2	3	4	5	6	7	8	
1. It is simple to use the Horizon system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I can complete tasks efficiently using the Horizon system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. It is easy to learn to use the Horizon system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The Horizon system gives useful error messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If I make a mistake it is easy to recover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. It is easy to find help information on the Horizon system when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The help information enables me to complete tasks if I get stuck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The screen layout (user interface) of the Horizon system is arranged in such a manner that it is easy to learn and remember where each function is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The Horizon system responds too slowly to inputs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The instructions and prompts are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The Horizon system has at some time stopped unexpectedly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I sometimes wonder if I'm using the right command	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Learning how to use new functions is difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. There are too many steps required to get something to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The Horizon system has frustrated me on many occasions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The type face used for the Horizon system is easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The size of the letters and numbers used for the Horizon system is easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The background colour used for the Horizon system makes it easy to read information on the screen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The colour of the letters and numbers make it easy to read information on the screen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The Horizon system is as easy to use as Amazon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The Horizon system is easier to use than Amazon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The Horizon system is as easy to use as Google	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The Horizon system is easier to use than Google	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The Horizon system is as easy to use as Yahoo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. The Horizon system is easier to use than Yahoo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Horizon Usability Inventory

In your opinion, which is the most **negative** aspect(s) of the Horizon system?

In your opinion which is the most **positive** aspect(s) of the Horizon system?

In your opinion what would be the most useful improvements to the Horizon system (to make it more efficient)?
