

Message

From: Paul Gardner [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=PAUL.GARDNER66E412E7-2EA5-4AFB-B671-381959F587D6]
Sent: 10/06/2011 11:10:13
To: Anita L Turner [GRO]; Lin Norbury [GRO]; John Breeden [GRO]; Tom Pegler [GRO]; Shaun Turner [GRO]
Subject: FW: Network Services Team -Audit Process Review 2011 - Your help would really be appreciated
Attachments: All Audit Process Chapters.zip; Lose Change Keep NST.doc
Importance: High

Dear all

Please see request from Sue Richardson below, I have sent this on to yourselves as I believe you may have relevant feedback to make on the audit process manuals?

If you do, can I ask you to let me have your responses by 4th July at the latest as I need to summarise and supply to Sue in readiness of her review meeting with her team.

If you want to discuss etc, let me know?

Thanks Paul

From: Sue Richardson
Sent: Tuesday, May 31, 2011 04:04 PM
To: Dawn Brooks; Paul W Martin; Julia Marwood; Paul Meadows; Tracy Marshall; Susan Crichton
Cc: Angela Van-Den-Bogerd
Subject: Network Services Team -Audit Process Review 2011 - Your help would really be appreciated

Dear Stakeholder

We in the Network Services Team, are currently reviewing our audit process manuals, and would appreciate your input as a stakeholder. I have attached copies of our current audit chapter/s and would really appreciate your help in cascading these to individuals within your directorates, who can review and offer any feedback that they feel will enhance the current approach, (a list of people with whom we have engaged in the past is included at the beginning of each Chapter). We will be considering all feedback during July and August with an intended project completion date of Sept 2011 for roll-out from the beginning of Q3.

Please complete the attached sheet in regard to what you would like to see us:

- Keep
- Lose
- or Change

We have used this format in our recent review of our new entrant training offer and it has proved useful in directing our thoughts around the best way to deliver our activities, putting the customer at the forefront of everything we do.

Our aim is to ensure that we protect, maintain and account for all our assets, both those we own and those we look after on behalf of our stakeholders, ensuring that all our staff and agents operate their Post Office® branches in accordance with legislative regulations as well as conforming to our operating licence and to customer charter standards, so protecting our business reputation.

A little of your time to give us your thoughts would be much appreciated and will contribute to a robust refresh of our audit practices and effectiveness in terms of delivering your requirements as a stakeholder.

A response by Monday 1st July would be much appreciated.

Please send all replies to sue.richardson@

GRO

Regards

Sue

Sue Richardson
Network Support Project & Standards Manager
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WF3 3SP

(see below



GRO

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GRO

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