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**From:** Jackie Meylak[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JACKIE.MEYLAK320F2E15-3F8B-4BCB-8579-FABFC678EDB8]  
**Sent:** Wed 18/02/2015 8:25:07 AM (UTC)  
**To:** Angela Van-Den-Bogerd[  
**Subject:** Re: GE Actions

Thanks Angela, yes please.

J

Jackie Meylak - PA to Kevin Gilliland



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**From:** Angela Van-Den-Bogerd  
**Sent:** Tuesday, February 17, 2015 08:56 PM  
**To:** Jackie Meylak  
**Subject:** RE: GE Actions

Thanks Jackie,

Should I feed my updates via you?

Angela



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**From:** Jackie Meylak  
**Sent:** 17 February 2015 08:36  
**To:** Angela Van-Den-Bogerd  
**Subject:** GE Actions

Hi Angela,

Please see below actions for your attention:

SLT Events – Communications Calendar (*this one is fyi as the action is for Mark*)

12/02/2015	Action 2	MD to discuss proposed changes to operational comms with Angela VDB, to ensure they align with the Branch Improvements planned.	<b>Mark</b> Angela Bogerd
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Branch Support Process

12/02/2015	Action 2	<p>Establish what resources, knowledge, capability (name individuals if appropriate) are needed to understand what could be done to accelerate branch improvements. To enable a strategic view on branch support aligned with the business transformation. Particular areas of focus:</p> <ul style="list-style-type: none"> <li>• Case management tool</li> <li>• What does good look like for the roll out of Front Office/Horizon replacement?</li> <li>• What can we put in place now/what learning can we use to support the transition from today to Horizon replacement roll-out</li> <li>• Are there any things we could simplify now to make the front office change easier</li> </ul>	Ange Boge
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**Second Sight Thematic Report**

12/02/2015	Action 1	Consider how we should test the contract managers engagement with sub postmasters to see if new approach is working	Ang Bog
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Thanks  
J

**Jackie Meylak**

PA to Kevin Gilliland,  
Network and Sales Director

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**GRO**