

National Enabling Agreement

Re-Engineering Delivered Traffic Measurement – Phase 2 and 3

Introduction

Both parties recognise that there have been inherent problems in establishing accurate traffic figures, which has contributed to poor commercial and revision planning decisions, and that there is a need for a measurement process that will report volumes of delivered traffic accurately. Phase 1 of this process involved trials at Southampton MC to develop a new way of working whereby the core mail volumes for Delivery have been measured on departure from the MC. This has proved to be a success and has been deployed pipeline-wide in Southampton. Phase 2 will deploy this revised measurement process at three further sites, East London, Bristol and Edinburgh, with Phase 3 involving full deployment across UK Operations.

The prime objective of this initiative is to drive the accuracy of Delivery Volumes whilst re-aligning our cost base to ensure traffic measurement processes are efficient and cost effective.

It is also recognised that this initiative may increase the level of walksorted mail arriving in delivery offices.

Royal Mail / CWU Involvement

- The CWU will be jointly involved with Royal Mail in deploying the developed model for delivered traffic measurement process.
- CWU representatives involved will be given appropriate training and release in order to be fully involved in Phases 2 and 3 at their unit.
- The Area CWU Reps will be involved in and support the deployment of Phases 2 and 3 locally for each of their respective areas of responsibility.
- Any re-alignment of duties/hours that may be required as a result of this initiative will be carried out in line with the national IR framework.
- CWU will have access to all sites during phases 2 and 3 and periodic updates on the current status of deployment will be shared with CWU HQ via the Summary Highlight Report.
- Any operation issues/disagreements arising as a consequence of this initiative will be dealt with via the IR framework. Any points of clarification or points of principle will be referred directly to the respective HQ's.

Aims/Objectives

- Introduce the new process for Delivered Traffic Measurement taking into account local influencing factors.
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- Re-align the cost base to ensure Delivered Traffic Measurement processes are efficient and cost effective.
- Improve customer and employee confidence in the accuracy of reported Delivered Traffic volumes.
- Improve the working environment in all units taking full account of health & safety issues.

Analysis

- Measure current and post clearance plans to ensure that there has been no negative impact on wave arrivals and office sorting plans.
- Compare the reported volumes from the new system against the current IPK system of measurement quantifying the impact of the two different measurement processes.
- Compare the current and post measurement processes, including detailed analysis of the full cost of both systems.
- Rebase the current Delivered volumes back to the start of the financial year, and rebase the historical data used in performance management, only where deemed necessary through local consultation between area management teams and the CWU.

Savings

The following provides an outline of the process for the calculation of both on-cost and savings opportunities generated by the initiative. These are produced by the central team and will be provided to CWU HQ on an ongoing area by area basis.

Savings are calculated using the hours attributable to direct mails bag opening and all traffic measurement transactions. The impact at each delivery unit is calculated independently and is then aggregated into an overall area savings amount.

The net area savings figure is derived from hours remaining after the new process has been fully implemented across the affected Delivery Units and parent Mail Centre, taking account of any costs incurred from additional equipment and hours required to carry out the revised process.

Any net area savings accrued as a result of this improved measurement system, will be allocated in line with the national agreement covering efficiency, approach to pay 2006 and improved industrial relations.

Savings generated from additional walksorting opportunities or any changes in duty structures agreed locally as a consequence of these revised methods are not included in this process, but will contribute towards efficiency savings in line with the above mentioned agreement on a unit by unit basis.

Review

A formal national joint review will take place following phase 2, during mid deployment and on the completion of Phase 3, which will include those items listed in the analysis.

Deployment

Deployment will be lead by the National Traffic Compliance Team. A standard process will be used for all aspects of deployment.

The National Deployment Plan Territory by Territory is attached as an Appendix to this agreement. Where amendments are made to the Plan CWU will be notified at least 2 weeks in advance of the revised deployment date.

Signatures.....
Royal Mail

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CWU