

Things you will need to determine/be aware of

- Traffic levels by stream i.e. letters, flats & packets. This is probably the most important information to get right. The success of the indoor revision is dependent on capturing the correct level of traffic coming into the office. **If the base traffic level is wrong everything that follows will be wrong!!**

Therefore it is in the interests of all parties that the traffic level inputted into the system is correct. If you have any concerns over the recorded traffic levels it is essential that the Barometer Walk Process is utilised ASAP.

- Distances between the main work areas i.e. Platform/stage to IPS – IPS to walk preparation fittings etc.

The IWT builds in time for moving the various traffic streams between the main work areas. If this is inaccurate you may not be given sufficient hourage.

- Be aware that the values in the IWT e.g. prep rate are based on the assumption that the office is at optimum. For example the prep rate assumes that the fitting comprises of 70% single and 30% dual selection slots. Any significant deviation from this will need an adjustment to the indoor workload.
- You should ideally have the IWT run at a number of productivity levels from current state to 100. For example, if your indoor productivity is currently 68 see what the impact of 85, 95 & 100 would mean on the indoor hourage.
- Do not forget that the agreement allows for 'employee aspirations' to be fully accounted for as part of the revisions process. Therefore you need to be in a position to relay this to the planners before the outdoor revision. It would be best to include this in your indoor revision activity. Employee aspirations may include 4-day weeks – 9-day fortnights etc and should address future FT/PT mix. Make sure you have fully consulted with your members on this.

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Cleardown covers the following activities

*Clear work from frame in delivery order and bundle
Packing pouches, delivery trolleys or containers,
Handle redirections,
Killing off dead letters,
Collecting and preparing Special Delivery items
Taking oversize packets to collection point
Taking second pouches to collection point
Preparing Signed For items
Getting clothes, equipment etc to go out on delivery
Weighing pouches
Collecting keys and log books Collecting and logging on to PDAs
Loading vans Signing out*

I know all of the above is obvious but it is important to understand the scope if the IWT i.e. what work is included or excluded in the system.

The following indoor activities are NOT included in the IWT

*Work inside the Priority Service/SD locker
Callers office work
Private boxes
Admin support
Return to sender (except at the prep frame)
Vehicle checks
Return from delivery activities – undeliverable items P739s etc.
WTLL
CSS Operations*

Activities not in the system still need to be performed. You will therefore need to agree a level of hours for this work in addition to the IWT outputs.

Span Indicator

The span indicator is a simple tool that takes the mail arrival times, indoor work requirement (IPS Prep etc) and the last letter time to determine the maximum delivery span available in the office. This information will be useful when looking at member aspirations for 4-day weeks/ 9-day fortnights etc.

The graphic on the previous page shows the **System Readiness Tool** as it appears on screen. The objective is to have all of the elements at 3. It gives an indication of what work needs to be completed in the pre revision phase. In the example it is clear that variable pay, mapping verification & manpower plan are ready, it also indicates where work still needs to be done. The inputs to this tool are derived from the current state of the office.

Inputs to the tool include RCS, current staff profile (P/T – F/T mix), what equipment is currently in use, workplan, current office performance and working environment. The working environment includes measuring the distance between the main work areas. This is a vital input to the **IWT**.

Phase one

Phase one incorporates the Indoor Workload Tool (IWT) and Span indicator.

The IWT determines the workload and hours requirement for all work; **from** - unloading the mail off the van - **to** - being ready to go out on delivery.

The two primary components to the IWT are Inward Sorting & Prep

Inward sorting covers the following activities

Platform

Unloading vehicles

Reception

Transfer work into office. Move to relevant storage area. Snip & Tip any bags received

Primary sorting

Collect work from storage and sort. Clear down any direct selections Mail for other units

Secondary sorting

Collect work from primary and sort.

Transfer of mail (multi floor offices)

Prep covers the following activities

Collect Work

Collect mail from inward sorting and transfer to prep - Collect walk sorted and sequenced mail.

Prepare

Sort mail to delivery points - Sort Door to Door to delivery points

Pre Revision

The pre revision activity is crucial to the success of the revision.

The A Plus must be up to date to ensure that all of the delivery points (DPs) are in the system. Obviously if DPs are missing from A+ you will not get the credit for delivering to them.

Mapping Verification – The system map must reflect what actually exists in the street. The verification should be completed with the help of the OPGs going through the ‘Sid & Sarah’ process for their existing walk. A common error at this stage is multiple occupancy buildings being wrongly categorised. There are two categories of multiple occupancy dwellings. ‘Complexes’ & ‘Conversions’

A complex is a building where the OPG has to enter and service individual DP inside, these can be single or multiple floored. A conversion is a multiple occupancy building that is serviced by either a single letterbox or a number of boxes in one area, usually without having to enter the building.

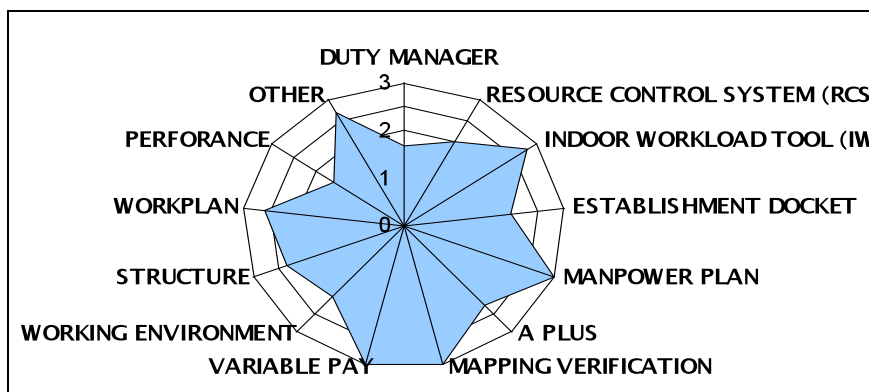
The implications of getting this wrong can be quite dramatic, imagine being given the time to service a conversion for a ten storey building!

Another issue to look out for is unusual delivery point i.e. around the back of a building or via a flight of stairs that is not on the system map.

Also at this stage make sure that the appropriate terrain information is in the system. Hilly, undulating and flat should be identified. Where there may be roads with particularly heavy and/or slow traffic ensure these are identified and accounted for.

The information from **A Plus & Mapping Verification** is routed directly into **Georoute** for delivery routing/planning.

System Readiness Tool – This tool ‘does what it says on the tin’ Ensuring that all the information required to start the revision is entered into the system.



Guide for Delivery Office Reps engaged in Georoute Revisions. - Part 1 - Pre Revision Tasks & The Indoor Revision

**Remember – All duties must be
Fair, Manageable and Achievable**

The National Agreement states

“Planning for operational change in delivery units will be done using national planning and measurement systems, and revision tools to ensure that workload is assessed and applied accurately, is ***fair*** and ***manageable***, and indoor processes and outdoor delivery routes are optimised, efficient and ***achievable*** – recognising any specific local issues that may need to be considered.”

The revision process has two primary elements Indoor & Outdoor and follows a six-phase process.

This is the first part of a two part guide and concentrates on the Indoor process (Pre revision/Phases 1 & 2) and the issues you should be aware of.

