



## **National Delivery Traffic Measurement Processes and Review Guidelines**

### **(An agreed approach for Delivery Managers and CWU Representatives – Version update 2020)**

#### **1. Background**

Both Royal Mail and CWU are working together to make sure that Traffic Measurement and the recording of traffic is accurate to enable resourcing to workload to be carried out in a way which gives all parties the confidence that the figures used are correct. To enable this, Royal Mail and CWU agreed to introduce a 'standard review process' on reported traffic back in September 2014.

As a result of the changes in traffic recording and reporting linked to Traffic Transformation and as set out in the Royal Mail & CWU National Joint Statement on the National Deployment of Traffic Transformation' (dated 29<sup>th</sup> of June 2020), the standard review process and the wider 2014 National Delivery Traffic Measurement Processes and Review Guidelines has now been revised and updated accordingly.

These revised review processes are now in two parts, the first is an initial 'Delivery Verification (Business As Usual) Process' which in most cases should assist local Delivery Office Managers and CWU Representatives in addressing traffic reported concerns. However, in the event this does not resolve matters a further 'Delivery Verification Overarching Process' has been established and provides further and high level steps for traffic to be reviewed, investigated and the appropriate measures put in place to correct any discrepancies and update reported traffic figures.

The new, two part revised 'Delivery Verification BAU Process' (appendix 1) and 'Delivery Verification Overarching Process' (appendix 2) are set out in the attached flowcharts/maps.

#### **2. Documentation/Materials**

In line with the revised processes, the updated following embedded documentation/materials are attached:

**Traffic Measurement Instructions (Delivery Traffic reporting)** version 1.1 September 2020 – these are the actual traffic measurement instructions which are issued to all parties and includes the Delivery Verification BAU Process and Delivery Verification Overarching Process.

#### **Updated (Mail Centre) SOPs covering:**

- SOP IP55 Inward Primary Sort Parcels (Jul/18)
- SOP IP56 Inward Secondary Sort Parcels (Jul/18)
- SOP IP57.1 Inward Sort RM Tracked (Jul/18)
- SOP IP60.1 Sort Large Parcels using Gravity Conveyor (Jan/18)
- SOP IP60.2 Sort DTRE Bundles using Gravity Conveyor (Jan/18)
- SOP IP64 Sort Residue Letters (Jul/19)
- SOP IP65 Sort Residue Large Letters (Jul/19)

SOP IP76 Consolidate And Despatch Manual Letters Large Letters (Jan/19)  
SOP OP1.1 Traffic Recorder - PDA Login & Logout Process (Feb/20)  
SOP OP1.2 Traffic Recorder - Scanning a container (Feb/20)  
SOP OP1.3 Traffic Recorder - Abnormal Posting (Feb/20)  
SOP OP1.4 Traffic Recorder - Shift history (Feb/20)

### **3. Joint Involvement**

Royal Mail and the CWU are committed to working together and as such managers and representatives should work together to identify where they believe that there are discrepancies between actual traffic received against reported traffic figures, to enable this to be reported back to the Traffic Analysts/Central Traffic Team.

In addition, it is in both parties' interests that where they believe actual traffic versus reported traffic is not accurate that this is discussed and resolved via Weekly Resourcing Meetings, to enable the accurate resourcing to workload in a fair and manageable way. If required, local interim arrangements should be considered to support and address any ongoing traffic enquiries/reviews at the Office such as an observation/gate keeping process for a period of time if necessary.

To enable the agreed review to occur, the CWU representative, or a nominated individual, will be afforded sufficient time as necessary to be fully able to participate in the process.

### **4. Delivery Review Process**

As stated above where possible the identification and the appropriate measures to correct any discrepancies of traffic reporting should be done jointly between the local managers and representatives using the 'Delivery Verification BAU Process'. Where this process does not address any discrepancies or there are continued discrepancies at the Delivery Office, then the further 'Delivery Verification Overarching Process' should be undertaken.

The aspiration under these processes will be to resolve within 2-4 weeks from the point of raising the concerns, however, the DOM and Rep will be informed if there are any complications in completing this task in this timeframe.

Any updates to this timeframe will be raised and reviewed at the National quarterly review meetings between the CWU and Central Traffic Team.

### **5. Monitoring and Review**

These National Delivery Traffic Measurement Processes and Review Guidelines will be reviewed jointly at scheduled National cross-functional quarterly meetings between the CWU and Central Traffic Team and when necessary supporting documentation/materials will be updated and circulated as a version control change to these guidelines.

These National quarterly meetings will also be used to review all general traffic relating matters to address issues and to continue to give all parties the confidence that the traffic figures used are correct and reliable.

In order to support this wider approach, the CWU will nominate four Representatives to receive appropriate Delivery Traffic Measurement training and these Representatives can be called upon (as CWU Subject Matter Experts) to support wider traffic relating matters/enquiries within Delivery Offices. This arrangement will be reviewed at the scheduled quarterly meetings between the CWU and Central Traffic Team.


Any questions of interpretation, implementation or application of these guidelines shall be referred to the signatories at the respective headquarters for resolution.

Royal Mail

Signed 13/11/20



Rob Jenson: National Delivery Director



Kevin Thompson: Head of Process Performance & Pipeline CI

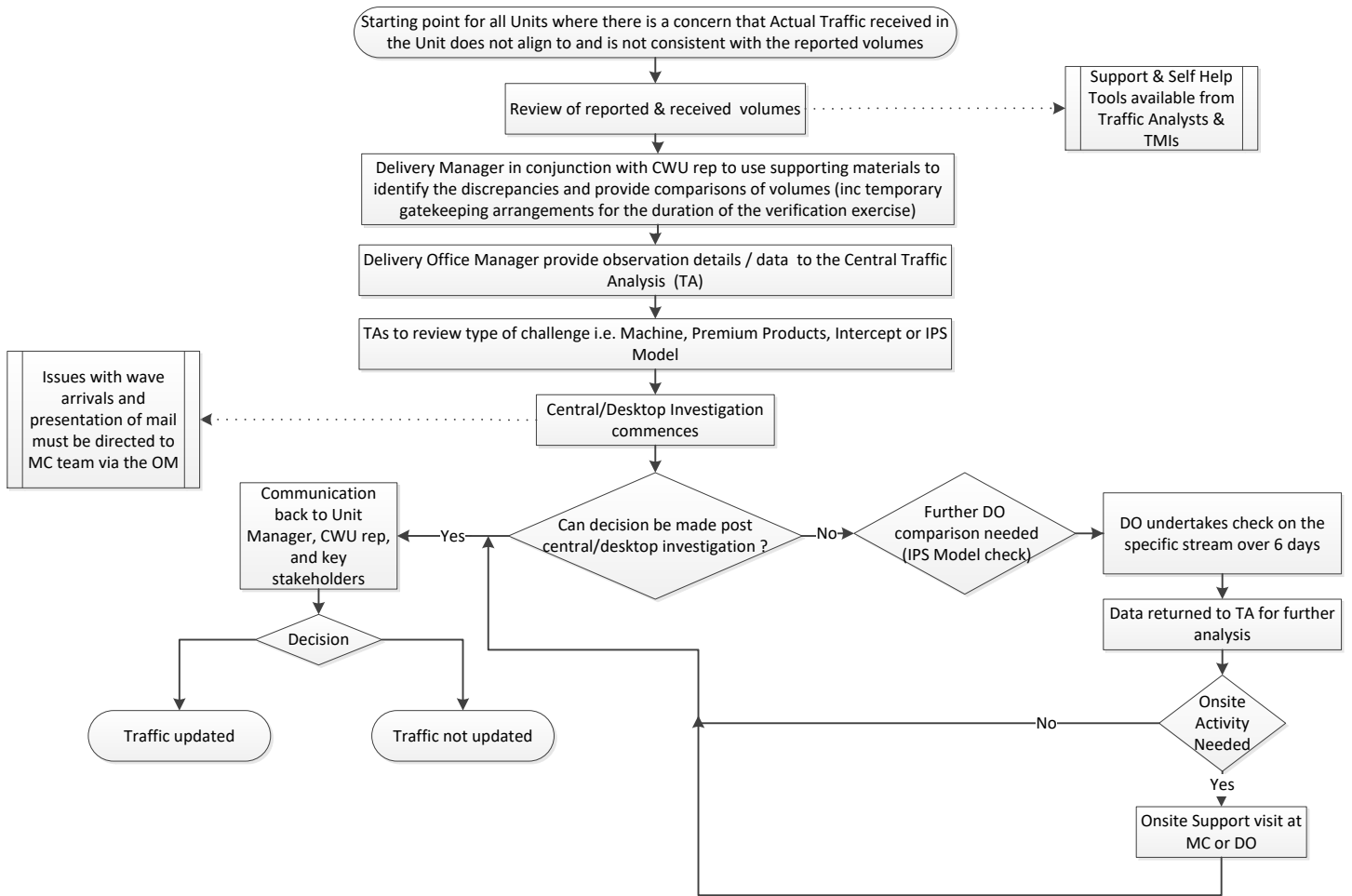


Assistant Secretary, CWU

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# Appendix (1)

## Delivery Verification BAU Process Map



## Appendix (2)

### Delivery Verification Overarching Process Map

