

RESOURCING CHECKLIST - PROCESSING

1. Are weekly Mail Centre resourcing meetings held every week and on all shifts by the relevant managers and CWU reps?
2. Are the agreed standard resourcing meeting agendas followed for the weekly, monthly and quarterly resourcing meetings?
3. Have you reviewed the previous quarter's performance and are any throughput changes required?
4. Have you reviewed any plant changes, machine moves or are there any agreed projects scheduled that will impact on resource required?
5. Do you have the correct resource alignment with hours in the right place to achieve full clearance and deliver QoS?
6. Have you reviewed the resourcing model for the last 12 weeks and does this need to change? Have you reviewed if Part Time staff are consistently working increased hours and if so do these need to be addressed by offering additional contractual hours to P/T staff?
7. What has the agency usage been over the last week/month/12 weeks – do you need to change the resourcing structure to reduce/eliminate reliance on agency hours?
8. Have you discussed any FTCs and have these been reviewed?
9. Do you discuss staff changes weekly to understand if there are any known leavers/retirements and if so the appropriate resourcing solution?
10. Have you reviewed skills gaps and if any training is required?
11. Do you review regular 'loans and borrows' and look for permanent solutions?
12. Is there a robust annual leave planning process in place that aligns annual leave to workload, meets employees' aspirations and also provides flexibility for ad hoc days for employees?
13. Are extra leave slots available in the summer as a result of the reduced workload?
14. Are the Working Time Regulations fully complied with?