

Mailroom Appraisal - Synopsis

Aims of the Mail Room Appraisal

The aim of the review is to provide organisations with an independent appraisal of their existing internal & external mailroom and associated distribution activities to ensure that the operation is fit for purpose and that value for money is being obtained from existing service providers.

This review is achieved by a full one day visit which commences with the first delivery of the day from Royal Mail and concludes once all collections have been despatched.

An evaluation is provided of the efficiency of the operation highlighting both good and bad practices. A detailed report is produced which will recommend new operating procedures and initiatives to improve the overall mailroom performance where appropriate.

During the visit the following areas will be appraised:-

Mailroom

- Access & Security
- Location
- Layout
- Equipment

Inward Processing Procedures

- Mail sorting
- Mail opening & date stamping
- Assessment of volumes of incoming mail
- Scanning procedures
- Examination of suspect package procedures
- Treatment of confidential mail
- Process for dealing with mail containing cash or valuables
- Recorded / special deliveries
- Tracking of mail
- Treatment of vaguely addressed mail
- Treatment of junk mail
- Examination of any service level agreements

Internal Distribution & Collection Procedures

- Messenger round preparation
- Messenger round route planning
- Messenger collection & delivery points

Outward Processing & Despatch Procedures

- Communication
- Franking
- Presentation
- Segregation
- External collection arrangements with Royal Mail, DHL, TNT, Local Courier Firms etc
- Review of current postal products used

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Organisations that would Benefit

- Those that have not reviewed their arrangements following liberalisation of the postal industry in January 2006
- Those that have not considered the impact that Royal Mail's Pricing in Proportion changes may have on them
- Those wanting to ensure that they have a fit for purpose operation
- Those wishing to review their existing arrangements

Benefits to the Organisation

- Improved Productivity
- Increased Customer Satisfaction
- Reduced Costs
- Added value to products & services
- Become more competitive
- Increased profit margins
- Repeat Business
- Retained Business
- Referrals to others

Contact Details

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