Area of work	What we need to do	Who?	Progress report
Management	➢ Time after calls – allow time to resolve issues generated from previous call.	CH	
	➢ Regular website updates/phone messages giving information on processing times in busy periods	CH	
	➢ Roles not clearly defined for managers	CH/GRS	
	➢ Customer Service Standards	CH/MP	
	➢ Certificate received with just a first name on not a surname	CH + Print UK	
	➢ Application form and Guidance notes need to be reviewed. Renewal info needs updating to clearly explain consequences of not renewing on time	CH	Claire has budgeted for this action this year.
	➢ Amount owing on renewal form is incorrect	CH	
	➢ Finance were away for 2 days without any cover	GRS	
	➢ UK Web Pages need updating.	CH	
	➢ Performance reviews – 1-2-1s	CH	

	New Starters
	  o Proper inductions
	
	  o Hand over from experienced member of team
		CH	

	➢ Training o LISA (especially in financial procedures)	CH	

o Basic principles from the HPC Order		
➢ Correspondence added to rota tasks, and not removed during busy periods.		
➢ People need to be replaced before they leave	CH	
➢ Daily updates on board re: Registration waiting times so that info provided is consistent.		
➢ Proofing (for example with certificates). Who's responsibility is this? Should this be double checked?	CH	
➢ Can statistics be feed back to the team regularly?	CH	
➢ Inconsistent information to registrants	CH	
➢ Lack of regular monitoring of statistics accountability for performance	CH	
➢ Why do calls take priority? Who determines priorities?	CH	
➢ Info on website – Health/character reference valid for 6 months.	CH	
➢ Track incoming work – log all correspondence received by UK department.	CH	
➢ Change of address correspondence not processed in time for registrants to get renewals to their correct address	CH	

Date
2005-11-16

Ver.
a

Dept/Cmte
QUA

Doc Type
DCB

Title
UK Registrations Project Work

Status
Final
DD: None

Int. Aud.
Internal
RD: None

Processes		
⋋ Some renewal payments are taken but the form is returned (you cannot see the image of the form for a reason always) so cannot offer an explanation	CH	
⋋ Renewal grace period (for those suffering from HPCs errors)	CH	
⋋ Some registrants didn't receive Renewal or Final notices – have these been investigated?	CH	
⋋ Duplicate certificates (some registrants have been sent 2 certificates simultaneously with different authentication codes on their cards). Has this been investigated?	CH	
⋋ The amount of time between calls is too short (gone from 8-3 seconds)	CH	

⋋ Can call routing be split up more?
  ○ New Applications
  ○ Existing Applications
  ○ Readmissions
  ○ Change of personal details
  ○ Renewal
  ○ Other
  ○ Finance/payments
	CH	

⋋ Storage of confidential documentation on site, how is this managed?	CH	Mentioned twice during BSI Audits. Ongoing since August Last year.
⋋ Forms. Readmission payment not clear.	CH	
⋋ Springfield updated regularly	CH	
⋋ Archiving	CH	Ongoing since 26/08/05
⋋ E-mails	CH	Currently trying to resolve.
⋋ Sign off on pass-lists, who has this authority and	CH	

	how is this defined? Should these be approved by Education?	
LISA	⋏ Lapsing letters are not logged on LISA?	CH
	⋏ Can the finance system be simplified? What's the budget if any?	CH
	⋏ Batch processes run in the day so slow LISA done (night runs)	CH
	⋏ Last certificate issue date on LISA not updating (ROs have notes of registration numbers on their desks, this is not an effective method for tracking this	CH
Resource Issues	⋏ Low resources	
	⋏ No 1-2-1s/reviews and feedback	CH

```
ERROR: undefinedfilename
OFFENDING COMMAND: c

STACK:
```