**Project Summary:**
To reduce time spent logging mail in HR and OD

**Project Team Members:**
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### Background
*(how was the project identified)*

It was identified that logging mail that came into the HR and OD department was a time-consuming process which included: logging, scanning, creating hyperlinks, updating a spreadsheet and saving documents. Throughout the mail logging process it was also found that there were various unnecessary handlers to complete the procedure. We also recognised that parts of the process were duplicated and there was a need to simplify this.

### Objectives
*(what were the intended outcomes for the project)*

- Streamline the process
- Reduce handlers
- Reduce time spent
- Remove duplication
- Quicker turnaround times (reduce batching)
- Simplify internal tasks
- Add value to HR Receptionist role

### Approach Taken
*(including tools applied)*

- Worked and communicated with HR Receptionist to understand every aspect of the process
- Current state mapping workshop which included input from various HR and OD team members
- Identified issues and suggestions
- Analysed need for the mail spreadsheet log
- Created a spreadsheet to record the time spent logging mail and the different steps within the process
- Monitored and collated the baseline measurements (time spent to action every step of the process)
- Root cause analysis
- Completed A3 document to note progress and targets
- Created implementation plan
- Mapped future state

### Summary of Impacts and Improvements
*(including measures and metrics)*

- Removed mail log spreadsheet as it was identified there was no real requirement for this
- Reduced time the HR Receptionist and HR Operations team spent logging mail
- Removed duplication and double handlers in the process
- Re-arranged and prioritised steps in the process to ensure value was added at each stage
- Communicated changes to school administrators
- Created and provided guidance for HR and OD team
- Implemented double screen for HR reception to make the new process easier
<table>
<thead>
<tr>
<th>Lessons Learned (what advice would you give to others)</th>
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<tbody>
<tr>
<td><strong>Lessons learned:</strong></td>
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<tr>
<td>• Map with smaller group</td>
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<td>• Small changes are easier to achieve and implement</td>
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<td>• Realistic timescales to achieve benefits</td>
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<td><strong>Advice to others:</strong></td>
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<td>• Ensure you have regular updates with your project team (we had weekly which worked well)</td>
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<td>• Update paperwork regularly to ensure actions are captured</td>
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<td>• Communication is key to ensure all individuals included in the process are kept up to date and in the loop with changes or updates</td>
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