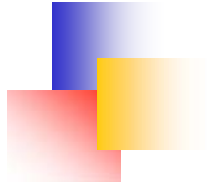




## Case Study

# Transport for London Mail Services Review



progress, manage & learn

PML specialise in the provision of bespoke service orientated solutions within all business sectors and markets. Companies seeking to develop and improve both their performance and efficiencies utilise the services of PML within the following, inter-related categories:

- **INTEGRATION**
- **CHANGE**
  - People Management
  - Mentoring and Coaching
- **PERFORMANCE**
  - Audit Services
- **PROPERTY AND FACILITIES**

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### Project Overview

PML were commissioned by Transport for London to complete a comprehensive, detailed review of the corporate mail function and identify how this could be extended, improved and integrated with similar services delivered by London Underground.

### The Service

**Existing service review:** PML delivered a comprehensive overview of current service following procedural review, stakeholder liaison and data gathering

**Benchmarking Analysis:** This information was used to compare the performance of the service against best practice from market leaders and from evidence based judgement

**Strategic Proposals:** By considering account feasibility, risk and resource impact a range of proposals, together with a change programme, were developed to meet the future needs of the business giving appropriate consideration to existing strengths and weaknesses

### Client Benefits

- Performance improvement and greater efficiency
- A robust system that will be sustainable for future use
- Staff empowerment reducing disruption and enhancing relationships