

TOPI

Project Title: Parcel Delivery Process
Version: 1.2

Date Created: 26th November 2013

	Sources used: Finance Director, Head of Customer Care, Marketing Manager		
T	Continued reputational damage	Company bankruptcy within 12-18 months	
	Further growth in the number of complaints	Making staff redundant	
O	Increased profits	Reduction in the number of complaints	Increase in future business
	Damage limitation on reputation	Reduction in the number of compensation paid out	
P	Complaints reports over the past 12 months	Customer CSI surveys/ scores	
	12 and 24 month Financial forecasts	End of year financial report	
I	Increased focus on teams and processes throughout the business	Will attract the interest and attention of customers	
	Requirement of some stakeholders to assist in the Project as team members	Will address some stakeholders' concerns	