y=f(x) Cascade

Y_1 = Efficient Service in Parcel Delivery

Y_1 = f (Retail X_1, Corporate X_2, Consumer-Other X_3, SME X_4)

Y_2 = f (Parcel Collections X_1, Parcel Deliveries X_2)

Y_3 = f (Courier Service X_1, Standard Service X_2)

Y_4 = f (Parcel Received at Depot X_1, Parcel Sorted X_2, Parcel Distributed to Driver X_3, Driver collects Parcel X_4, Parcel is delivered to end user X_5)

Comments on Selection: The priority for improving customer dissatisfaction and complaints for Speedy Delivery is within parcel deliveries for SME businesses who choose the standard service. The majority of complaints received into the business are from this area.

S

- Customer
- Internet Provider
- Incoming Parcel Team
- Phone Provider
- CS Team
- MI Team
- Vehicle Leasing Company

Parcel arrives at depot

I

- Transport arrives
- System Updated: parcel information
- Data (Customer Info)
- Technology (Computer, phone, parcel database analysis)

Parcel sorted

P

Parcel distributed to driver

O

- Transport leaves
- Parcel received
- Phone call to contract agency
- System Updated: delivery information
- Delivery details printed
- Technology (Computer, Emails, Internet, parcel database reference)

Driver collects parcel

C

- Customer
- 'Driver Services'
- End User
- Speedy Delivery Board
- Complaints Team
- Outgoing Parcel Team
- Operations Team

Parcel delivered to end user