

Australia Post

Increasing efficiencies through the implementation of best practice technologies

As the nation's oldest continuously running commercial organisation, Australia Post (Post) is a progressive and commercial government business enterprise that is committed to providing an accessible, reliable and affordable postal service for all Australians. Post employs 35,427 full-time and part-time staff, operates 4,493 post offices, serves 1.09 million customers in its outlets every business day and services 9.4 million delivery points.

In 1999 Post appointed SKILLED to be the maintenance service provider for new technology installed in two locations, Dandenong Vic and Strathfield NSW known as Tray Management System. Since then, Post has embarked on a number of major change programs designed to improve commercial performance and profitability. In Melbourne, network rationalisation resulted in the centralisation of the city's letter processing at Dandenong Letters Centre (DLC). To continue the centralisation of

mail processing facilities, Australia Post in 2002, purchased additional TMS equipment and transferred existing Letter Sorting equipment to increase the production capacity of the DLC.

To increase DLC's mail handling capacity, Post went to market in order to source a provider who could undertake the TMS works on "turnkey basis", placing the following parameters around the project:

- That installation was complete within 16 weeks;
- The provider was required to assist in preparation of full budget and cost analysis;
- That the installation did not affect the mail sorting capacity of the DLC at any time; and
- The works be completed with zero OHS incidents for SKILLED personnel and that none of the works posed a risk to the production personnel at the site.

To enable Post to concentrate on core business and to ensure that the new equipment was installed within a four month period without affecting the existing production capacity of DLC, Post outsourced the installation requirement of TMS to SKILLED.

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Post engaged SKILLED to capitalise on our already demonstrated ability and knowledge of TMS gained through 3 years of maintenance and improvements:

- Assemble a workforce of labour who had previous site experience on improvements to TMS and also appointed a supervisor from the maintenance team that had already maintained the site for 3 years. With this team structure SKILLED were easily able to achieve the client requirements; and
- With tight work schedules and sensitive work methods, SKILLED was able to work around the mail sorting requirements of the DLC and the other works installing mail sorting equipment, so to not reduce the productivity of the letter centre. It should be recognised that mail centres operate 24hrs 6 days per week, so the opportunity for access is very limited.

Nationally Preferred Provider of Agency Personnel and Recruitment Services because SKILLED has demonstrated an understanding of Post's requirements and ability to Project Manage any task.

As a result the project was completed on time and within budget with zero LTI's, contributing to the DLC being awarded the 2002/2003 Australia Post Project of the Year for the TMS Extension, Melbourne Consolidation. It was also reported by the site General Manager that he had not experienced such a smooth operation as this installation.

SKILLED's relationship with Post has continued to expand, to where SKILLED is a