# Improving the functionality of the Church Square Post Office

## 1. Background
The Church Square Post was established in 1974, it is also a museum. At the time, the South African Post Office and Telkom were still one company. In 1991 it was decided that the two had to divide and museum remained under the Post office. Now the Church Square Post Office is the biggest post office in Pretoria and takes pride in providing a reliable and relevant government service delivery channel that enables access to government services thus securing digital and transactional services to all.

## 2. Problem Statement
The Church Square Post Office is the largest post office in Pretoria, this means that it should be generating quite a bit of income to sustain itself and its employees. But due to industrialisation and the development of technology over the years, people are finding the use of post offices to be less relevant. The post office has been facing a major decline in profits over the years due to inability to just adjust to development changes. The decline of sales is a result of not being able to be meet customer needs and standards.

## South African Post Office

## 3. Project Aim
The task at hand is to analyse the process of the post office, obtain customer requirements and standards and use Industrial engineering techniques to align the key internal processes with the customer requirements. The following are the objectives that need to be achieved:
• The application of a selected customer service excellence framework to address the issues being faced in the organisation.
• The overall enhancement of customer service by improving internal business processes and aligning with them with customer standards.

## 4. Approach
The Johnston's framework for service excellence was the first step to improving the customer experience. Here customer expectations were discovered in order for them to be met. Issues that needed to be addressed were:
• Shortage of Staff
• Queue Length
• Inadequate Signage
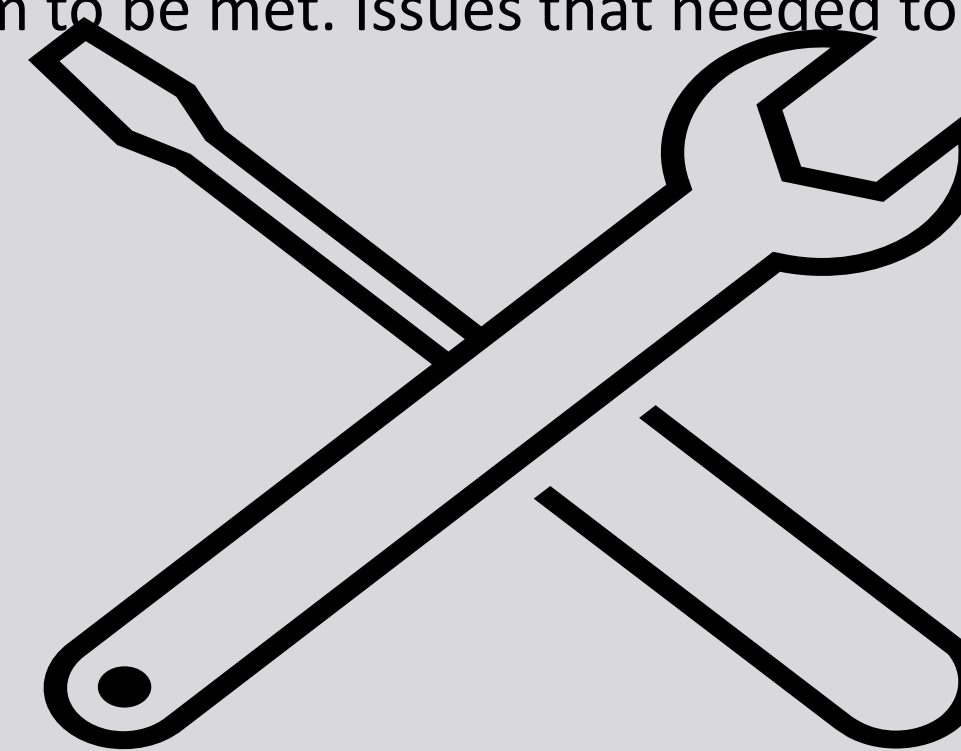
## 5. Solution through new queuing system inside the Post Office
It is also important to note that the post office will have times where they shall receive a high volume of people as compared to other times, this mainly being the time of grant collection that occurs at month-end.

### 5.1. Normal days:
• Cubicles 1-5 is for Mail related services, this includes the collection and placing of mail as well as the acquiring of post-stamps.
• Cubicles 6-7 is for the Document related services such as the re-newel of licence plates and certification of documents.
• Cubicle 8 is for Other services such as the selling of minor products like stationary.

The last two cubicles are empty .
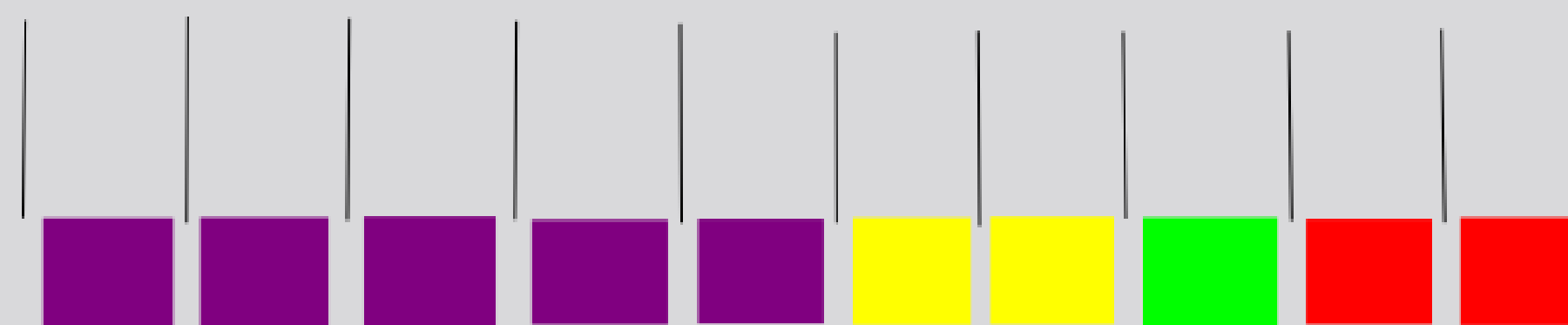
### 5.2. During Grant Money Collection Days
All 10 cubicles must be occupied by workers; this is to accommodate the high volume of people.

• Cubicles 1-7 being designated for the people collecting grant money
• Cubicles 8-9 being designated for mail related services
• Only cubicle 10 being used for the approval services such as the re-newel of licence plates and certification of documents.

There shall not be sales of minor products.

## IE Techniques

**Benchmarking**
-Comparing to other big companies with similar issues

**Time Study**
-Analysing time it takes to complete operations and average time customers spend inside the post office

**Method Study**
-Analysing operations to see where improvement can take place

**Data Analysis**
-Analysing sales data to see that there is an issue that needs addressing

**Value Chain Analysis**
-Adding value for customers within the services provided

**Simulation**
-Visual representation of the proposed solution through simulation.