

To identify an Organization and to analyze how this Organization uses modern technology to improve efficiency

➤ Module code : BMSW4003

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Background of the Organization

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Who are Royal Mail?

- ▶ The primary postal service in United Kingdom.
- ▶ The seventh largest contribution to the UK economy of all UK corporations. (royalmailgroup.com, 2020)
- ▶ Royal Mail have a history of over 500 years.
- ▶ It was founded by Henry VIII in 1516 in London.

The Challenges before the introduction of modern Technology

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Operational key elements



Collection

Sortation

Distribution

Collection

- ▶ Collection of mail was initially done by the sender walking the letter in the post office.
- ▶ This raised a challenge for people living far away from any of the post offices.
- ▶ A solution was introduced in 1852 with the first pillar box, according to en.wikipedia.org, and extended across Britain.

Sortation

- ▶ Difficulties in sortation were significant as post office employees had only the recipient's address to use.
- ▶ A notable evolution was made between 1959 and 1974 when postcodes were introduced in all Britain. (The independent, A short history of the postcode, 2002)
- ▶ Postcodes were an ingenious idea that benefited both sortation and distribution.

Manual letter sorting

- ▶ Addresses were read by the employees and manually divided into the correct boxes.
- ▶ The risk of increased errors was high.
- ▶ Manually dividing letters method was not efficient or fast.



POST 118/18728 Mount Pleasant Sorting Office: Letter sorting (women)
c.1914

Distribution

- ▶ Limitations in means of transport raised difficulties in the moving and delivery of letters.
- ▶ First mail coaches were introduced in 1784 between London and Bristol; 1830 opened the way to the initial mail train in Britain. (Robertson, Great Britain, Post Towns, Post Roads and Postage rates 1635–1839)

References

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- ▶ Hazel King, Royal Mail rolls out advanced technology to speed up parcel sorting, Available at: parcelandpostaltechnologyinternational.com (Accessed: 06/08/2021)