

ROYAL MAIL

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Royal Mail Group is one of the
world's oldest global
organizations, digitally
innovative, connecting
customers, companies and
countries.

Royal Mail

ROYAL MAIL

- **Introduction**

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- Royal Mail is one of the oldest organizations in the world. It is estimated that Royal Mail have delivered around 13 billion letters and 1.3 billion parcels, with the contribution to the UK economy of a total amount of £10.3 billion last year and which made the seventh largest contribution to the UK economy of all UK corporations. The Royal Mail employs around 162,000 personnel across their Group of which 143,000 are based in the UK. Statistics claim that 1 in every 192 jobs in the UK is provided by the Royal Mail. Due to the commitment of their staff, Royal Mail is deemed one of the UK's most reliable delivery company. However, this was not the case 500 years ago when it was only operating in the service of the King Henry III and his Court and remained so for the next 119 years that followed. In 1635, the postal service is made available to the general public by King Charles I. Over the years that followed, the demand for their services increased, leading to the realisation that the technology that they had available to them was in need of an upgrade in order to meet the public's needs. Royalmailgroup.com (2020).

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- **References:**

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- **One of the oldest organisations in the world, Royal Mail Group can trace its origins back over 500 years to 1516.**
- **The aims and objectives of the Royal Mail is to build a parcelled, more balanced, and more diversified, international business.**
- **The purpose of the Royal Mail.**
- **The 'Mission and Vision' of the Royal Mail.**
- **The current services that the Royal Mail offer are 'one-price goes-anywhere' on a range of letters and parcels.**

Royal Mail

Background of the Royal Mail

- In 1516, Brian Tuke is knighted by King Henry VIII as the first ‘Master of the Posts’. He successfully built a formal postal network as well as entrenching the first key post towns across the country. In 1660, Parliament passes “The Post Office Act” which turns the ownership of the postal service over to the public. 1661 marks the date when the first postal mark was utilised. It is named the “Bishop mark” after the Postmaster General of the time, Henry Bishop. On it was displayed the date of the dispatch, and the design called for a sense of assurance in its speed and reliability. In 1784 the service was identified under the name of ‘Royal Mail’. In 1840, the Penny Black, the world’s first adhesive postal stamp is launched. The first motor vehicle is introduced in 1907, which in its 18 years of service covered over 300,000 miles. 1911 is the first time in the world that aviation was used to deliver mail. The change of the name to Parcelforce in 1990, a massive investment in IT and infrastructure was carried out, launching online tracking. In 2004, Royal Mail introduced the UK’s first digital stamp and online postage system.
- The Royal Mail’s aim is to build a parcel-led, increasingly balanced, and progressively diversified, global business, connecting customers, companies and countries around the globe. By combining the experience and professionalism of GLS and Royal Mail, and through links with postal operators and national posts, the Royal Mail want to offer postal solutions for anywhere in the world, for any customer and businesses.
- The purpose of the Royal Mail is to deliver letters and parcels anywhere around the world to the highest standard and as quickly as possible.
- The mission and vision of Royal Mail is to be acknowledged as the best delivery company in the UK and across Europe. Greene M. (2014, p.3).
- As the UK’s sole designated Universal Service Provider, Royal Mail deliver a ‘one-price-goes-anywhere’ service on a wide variety of letters and parcels to over 30 million addresses across the country, six-days-a-week. In addition, the Royal Mail offer a selection of commercial services to consumers, sole-traders, SMEs, large businesses and retailers, and other postal operators who make use of their services.

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Challenges before the introduction of modern technology

- Everything took a lot longer to get done as there wasn't technology to sort through mails and parcels.
- These were all hand done by humans and through this provided jobs for people, it just meant everything took longer to get done.
- They are able to be more efficient with scanning parcels and sorting out letters because of this technology.
- There are also a lot less mistakes.



- **BEFORE THE INTRODUCTION OF TECHNOLOGY WITHIN THE ROYAL MAIL IT TOOK A LONG TIME AND LESS ACCURACY WHEN IT CAME TO SCANNING PARCELS AND DELIVERING THEM.**
- **WITH THE COMMON USE OF GPS IT MAKES THE DELIVERING OF THESE PARCELS A LOT EASIER.**
- **ONCE A PARCEL IS RECEIVED BY THE ROYAL MAIL IT IS NOW A LOT MORE EASIER TO FIGURE OUT WHERE THEY ARE GOING.**
- **SCANNING PARCELS ALSO MAKES SURE THERE IS PROOF WHEN THEY ARE DELIVERED AS THE POSTMAN WILL SCAN IT AS PROOF THAT HE DID IN FACT DELIVER IT. THIS AGAIN HELPS WITH THE**

ROYAL MAIL

5) IMPACT OF MODERN TECHNOLOGY INTRODUCED :

- POSITIVE IMPACTS :

- MANAGING INFORMATIONS
- TRACKING PRODUCTS
- E- TRIKES (POWERED BY SOLAR PANELS, PEDAL BRAKE AND BATTERY, HELPING TO REDUCE CO2 EMISSIONS)
- AUTOMATED PARCEL SORTATION MACHINERY

-NEGATIVE IMPACT :

- HIGHER COSTS

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- 6) Lessons drawn from the case study

- Differences between traditional and modern technology

- Before the introduction of modern technology, many letters or packs were lost or delivered to another person, now instead, you can manage your pack and track the delivery.

- Why modern technology is important for the organization ?

- The modern technology is important because with it comes a better and faster delivery and more ways to receive it, such as e-mail.

- Consequences of not using modern technology in the organization .

- The modern technology helps reducing the CO2 emissions and use less papers, therefore, less trees are cut down .