ROYAL MAIL LETTERS - TECHNICAL TESTING PROCESS – LARGE LETTER FORMAT ITEMS

Pre testing

Customer requests a formal test on a new Large Letter mailpiece design

Pack design (PDF / Actual item) provided.

Technical Design details provided by the customer.

RM - Desk top + visual check done & feedback shared.
NB. Additional samples may be requested.

If applicable, Technical Spec User Guide is updated.

END

Different to existing designs in Technical Specification User Guide ?

YES

NO

Feedback given to customer. Includes;
- adherence to spec
- changes / improvements

END

Initial Assessment / Refinement of test pack design(s)

1. Design details provided by the customer *Large Letter Test Pack Details (v9)*
2. Item visuals provided (To include measurements of adhesive application, paper thickness, adhesive type etc.)

Design suitable ?

NO

Design not suitable for further consideration due to;
1. Replicates an existing design
2. Previously tested unsuccessfully
3. Design will contribute to processing issues

END

YES

Design is suitable for further consideration. Customer advised;
1. Changes to be made and/or
2. If design suitable as is

Customer provided with '*Large Letter Test Customer Criteria (v8)*'.
This provides requirements for Mailpiece presentation, Indicia, Barcode design, delivery address

Customer to confirm date when packs will be ready for despatch & delivery.
50 + 5 items per design RM agrees to test.

Royal Mail to confirm w/c test date to customer. NB. testing may take c2 weeks.
- 1 Mail Centre used for testing
- Complex item diagnostics reviewed
- Report creation

Initial Machine Testing

Packs received by Royal Mail.

Packs suitable for testing ?

NO

Testing will not progress if;
- Received later than agreed (resource / automation availability)
- not packed suitably (will affect test outcome)
- not the agreed design
- additional designs included
- paperwork not received providing details of the packs

END

YES

Testing commences - FSM Mail Centre No. 1
2 machine passes for each item

Automation issues. Testing concludes

Report created and shared with customer.
- Performance
- Issues
- Suggested improvements

END

Testing successful ?

NO

YES

Report created and shared with customer
- Performance
- improvements if applicable

Validation testing offered. Packs to be created identical to those which passed testing

Validation Machine Testing

Customer to confirm date when packs will be ready for despatch & delivery.
50 + 5 items per design RM agrees to test.

Royal Mail to confirm w/c test date to customer. NB. testing may take c2 weeks.
- 1 Mail Centre used for testing
- Complex item diagnostics reviewed
- Report creation

Packs received by Royal Mail.

Packs suitable for testing ?

NO

Testing will not progress if;
- Received later than agreed (resource / automation availability)
- not packed suitably (will affect test outcome)
- not the agreed design
- additional designs included
- paperwork not received providing details of the packs

END

YES

Testing commences - FSM Mail Centre No. 2
2 machine passes for each item

Automation issues. Testing concludes

Report created and shared with customer.
- Performance
- Issues
- Suggested improvements

END

Testing successful ?

NO

YES

Report created and shared with customer.
- Performance
- improvements if applicable

Validation testing offered. Packs to be created identical to those which passed testing

If applicable, Technical Spec User Guide is updated.

END