How do you measure the performance of your mailroom?

Mailroom is the entry point for high priority and transactional documents within the organisation. There are some obvious measures of mailroom performance – volume of mail received and processed, time taken to process each mail item and number of mail items delivered to the intended recipient. However, performance of the mailroom has a knock on effect on dependent business processes and workflows which is often ignored and not taken into account while measuring effectiveness.

If your company receives large volume of invoices via post or email the efficiency of the payment process is dependent on how quickly and accurately invoices reach the intended people for approval and the accounts payable team. Any delay in distribution can have a domino effect on the payments, resulting in late payment fees affecting the overall profitability of the business. Another example where performance of your mailroom directly impacts business profitability is if you receive sales orders through post. If there is delay in getting the sales orders to the right team, order delivery will be delayed leading to unhappy or even lost customers.

Handling general correspondence with customers, suppliers and other third parties often falls to the responsible department. This can lead to manual processing and updating of business systems (Customer Relationship Management, Case Management, Matter Management, and ERP systems) by department staff as part of their daily responsibilities. The time taken and relative costs have a significant impact on business performance and profitability, but can be difficult to measure accurately.

Data Capture Solutions (a Neopost Company) has developed a simple intuitive tool that helps you calculate the effect of your mailroom performance on overall profitability of the company. You can input the number of documents you receive through your mailroom and how many resources are involved in processing incoming mail items. The easy to use calculator shows you how much you can save by improving mailroom performance.

Data Capture Solutions conduct mailroom reviews for its clients and uses the following KPI’s to judge performance:
1. Access and Share ability (Time taken to for a mail item to reach its intended recipient)

2. Cost of processing a high priority mail item (Cost of opening, sorting, scanning, distribution and data entry)

3. Throughput and productivity of dependent business processes (Based on the examples stated above - Time taken to process an invoice or to service a sales order. This measure can be extended to any business process that is dependent on information arriving through mail such as cheque processing, marketing response management, claims processing or registration of application forms)

4. Document storage costs (Cost to store documents on-site or in off-site storage. Organisations store documents to meet compliance regulations and incur high cost of storage)

5. Improving customer service (Improved access to documents help in responding to customer requests or complaints faster)

We allow our customers to decide the relative importance of each of the above parameters in line with their business needs. However, most companies give maximum importance to the impact mailroom has on downstream processes followed by the accessibility of documents. Added together, these factors give a true picture of how your mailroom is performing. For an in-depth review and recommendations on how you can improve mailroom efficiency contact one of our business consultants today on 01753 616720 or request a call back.
**Neopost** is a world leading supplier of mailing solutions. It has a direct presence in 31 countries, with 6,200 employees and annual sales of €1.1 billion in 2013. Its products and services are sold in more than 90 countries, and the Group has become a key player in the markets for mailroom equipment and logistics solutions. Neopost supplies the most technologically advanced solutions for franking, folding and inserting and addressing as well as logistics management and traceability. Neopost also offers a full range of services, including consultancy, maintenance and financing solutions. Neopost is also progressively building a portfolio of new activities to enhance its offering and support its clients’ needs in the fields of Customer Communications Management, Data Quality and Shipping Solutions.

Neopost is listed in the A compartment of Euronext Paris and belongs notably to the SBF 120 Index.

Press contact is Claire Dodds at Neopost Limited

Tel: 01708 714143

Fax: 01708 714050

Email: claire.dodds@neopost.co.uk