



CTS – CALL QUALITY REVIEW

Amicus representatives met recently with management to discuss the outcome of the Call Quality review. Management have decided to make the following changes:

QUALITY ASSURANCE COACHES (QACs)

A new team will be created in Leeds which will be responsible for maintaining the consistency of call monitoring across sites. Team leaders will also become more involved in day-to-day coaching and, as a result of these changes, the existing QAC role will be “realigned” into the Senior Customer Service and Sales Executive (SCSSE) role. All QACs will be transferred into the new SCSSE role, which will report in directly to the Team Leader position.

In terms of the day-to-day role carried out by QACs / SCSSEs, one key change will be the time spent on call handling rather than quality management. Management have confirmed that QACs who currently average a ratio of 70% quality management to 30% call handling can expect these figures to be reversed in the new SCSSE role – ie as a SCSSE, you can expect to spend an average of 70% of your working day on call handling.

Amicus have protested in the strongest terms at this fundamental and unilateral change to the role of the 100 QACs currently employed in CTS. Our members who work as QACs tell us that they value the enhanced career opportunities generated by the quality management element of their role, and that they have no wish to see this reduced in order to spend more time on call handling. Tell us what you think by contacting your local JAOR or Seconded Rep (numbers listed below) and let your manager know if you are unhappy about these changes.

QUALITY ASSURANCE OFFICERS (QAOs)

There are currently 106 QAOs at CTS sites across the country. Since the QAC role (or SCSSE as it will be known in future) will now report directly to the Team Leader, HSBC management have decided that the QAO role is no longer required. As a result, all QAO roles will cease by the end of this year, with 5 month “at risk” letters to be issued to QAOs in July. Management are confident that they can redeploy existing QAOs into alternative HSBC roles, but during 1-2-1s affected staff will be given the opportunity to state whether they would prefer to be considered for VR or redeployment.

In tandem with the reduction in Team Leader numbers at most CTS sites (see Amicus newsletter “CTS – Review of Team Ratios”), we are concerned that these changes could seriously diminish career opportunities for those currently employed as QAOs and QACs.

Tell us what you think. Get in touch with your local JAOR – internal numbers are listed below - or call the Seconded Reps Helpline on 020 7253 9642 or 020 7336 8253 –

| | | |
|-----------------|----------------|--------------|
| Edinburgh | Ben Alderson | 7456 8078 |
| Leeds | Charlie Creek | 7006 6027 |
| Leicester | Steph Evison | 7683 4781 |
| Newport | Claire Parker | 07813 912530 |
| Southampton | Andy Killworth | 7216 2128 |
| Hamilton | Billy McPike | 7006 9591 |
| Hemel Hempstead | Steph Shepherd | 7240 5542 |
| Swansea | Julia Kitson | 7820 6513 |

Caroline Milton
Negotiating Officer

24 May, 2006