

S31 Words to Action – Real Change

Robert Lamadelaine/ Peter Prodger
Canada Post

Awareness of the need for the traditional records and information management (RIM) disciplines has re-emerged as a cornerstone supporting accountability. Canada Post, recognizing the need, made a commitment to its board to improve records management. Technology centric approaches were rejected. A low cost, low resource, but effective solution was sought to create a records management program that would reach every desk. The first step was to update the records management policy to establish a framework for change, incorporating accountability, ISO 15489 as standard, and records management direction, expertise, and oversight roles. A continuous improvement approach was agreed upon:

- Best practices and awareness program
- Process improvement approach to key RIM activities
- Information directory of corporate repositories
- Risk assessment tool for setting priorities
- RIM Capabilities Assessment tool
- Compliance audit tools

The presentation and discussion session will be a walkthrough of the change process and tools developed by Canada Post. The choices and options made will be explained. Participants faced with similar challenges and constraints in a large corporate or public institution will be able to apply the concepts, tools and techniques within their organizations to affect similar changes.