**ISSUES LOG**

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| **DATE** | **ISSUE TYPE**  (technical, business process, change mgt. etc.) | **REPORTED BY** | **DESCRIPTION** | **PRORITY/ IMPACT**  (high/med/low) | **OWNER** | **STATUS** | **COMMENTS**  **(Actions/Resolutions etc.)** |
| 02/02/xx | Holiday rosters | G.M | The stores are open for new extended hours for the Xmas public holidays but no roster done or decision made on staff remuneration | High | GM | GM has called meeting of store managers to resolve asap | Expect resolution in next week. |
| 17/03/xx | HR | K.L. | The Wollongong Store Manager resigned without notice yesterday. Staff noted that she was pretty upset with her regional manager for adjusting an order without consultation with her - apparently it has happened a few times now and she’s left trying to explain to customers so she’s had enough and left. | High | K.L. | Do we need to follow this up with the regional manager? | Let’s just fill the positon asap and worry about it next time. |
| 22/05/xx | Work process | L.L. | Will apprentices/ trainees have access to online induction training? | Medium | P.F. | HR/IT to discuss way to login this group asap. | Once login issues is solved all new trainees will have immediate access |
| 12/07/xx | Time | A.P | Book list review is taking too long | Medium | S.S. | Waiting |  |
| 07/10/xx | Cost | T.J. | Desired shelving costs more than original estimates | High | T.J. | Placed change request for project budget increase | Waiting/open |
| 22/11/xx | Business Process | P.H. | IT team due to rollout the staff satisfaction survey are overloaded. | High | P.H. | Staff survey must be complete before end of yr. can we delay until Dec. 1? | Delayed roll-out of staff survey until first week in Dec. this will give IT team some breathing space to complete current project. |
| 10/12/xx | HR/Staffing | I.L. | Numbers for Xmas function are well down on previous years do we want to proceed? | High | I.L and Mgt. team | We will lose a significant amount of deposit if we go ahead - unless we cancel now | It seems that there is very little interest in the planned function that in the past has been very well attended. Is the restructure impacting on this? |
| 06/01/xx | Business Process - Question | S.Z. | How do we choose which dept. managers can / cannot access new HRMIS? | Med. | ? | On hold? | Increased no. of users means more training, more costs etc. |
| 22/04/xx | Business Process - Question | M.F. | Employee identify card - should this go ahead? | Med. | M.F/ J.J. | Been held over until end of second quarter will reassess then | Schedule for management meeting in July |
| 27/04/xx | dispute | T.S. | A bullying charge has been made against the new supervisor in purchasing by the previous acting supervisor. | High | M.M. | This seems to be a case of sour grapes as the acting person was not selected for the ongoing position however it needs to be investigated. | ongoing |

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| 15/06/xx | HR | M.M. | The Director Operations is concerned that a meeting for all store and regional managers set for the 19/06/xx will unduly disrupt the bookstores. | HIgh | P.C. | Can we lessen the impact by running a series of meetings over a no. of days? | The committee is keen to ensure all store & regional managers are briefed at the same time to reduce gossip and angst for affected staff.  Ongoing. |
| 10/05/xx | HR/ financial | G.H. | Employee morale seems to be very low and productivity has dropped across all depts. | High | GM | Restructure is currently into 7th month | Line managers and staff are all affected by low morale and productivity, need to come up with some ideas to improve/boost both |
| 17/04/xx | HR | M.M. | The Bendigo bookstore closed without notice 2 hours early today. We have received a number of customer complaints. | High | P.C. | Investigate why this occurred and implement response to customer complaints | Ongoing |