



United States Postal Service®

**Response to Independent Validation of
Service Performance Measurement
Audit Design**

Audit Compliance Response
FY2019 Quarter 2

May 20, 2019

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I. Summary

This report presents the USPS response to the Independent Validation of the USPS Internal Service Performance Measurement (SPM) for Quarter 2 (Q2) of fiscal year 2019 (FY19).

II. Mitigation Plan

USPS has evaluated the results of the Independent Validation of the USPS Internal Service Performance Measurement (SPM) for Quarter 2 (Q2) of fiscal year 2019 (FY19) and has formulated a mitigation plan for the three measures that were partially achieved. All other measures were achieved.

The subsequent sections describe, in further detail, the mitigation plan for measures 2, 11, and 23.

Measure 2: First Mile—Carrier sampling weekly compliance rates should consistently exceed 80 percent for most districts

Quarter 2 Result: Partially Achieved.

Mitigation Plan: USPS continues to measure and report on weekly First Mile compliance rates for each district throughout the quarter. Compliance reports have been enhanced to show compliance at a finer granularity, beyond the ZIP 3 level down to the MPOO, Facility, and Employee ID levels. HQ Delivery Operations closely monitored training compliance throughout the quarter and provided weekly training completion metrics to field operations. HQ Delivery Operation is also meeting with Area coordinators on a regular basis to review compliance and cover the standard operating procedures and work instructions, these are available to field management through the Informed Visibility and Delivery Operations websites. These include instructional videos on performing First Mile sampling, service talks, posters, and instructions on how to access training material and compliance reports.

In Qtr. 2 of FY19, 50/67 (75%) Districts achieved compliance rates of at least 80%, this is a 3% increase from Q1 FY19.

Measure 11: Last Mile—Most districts should have a limited volume for which imputed results are used within the quarter

Quarter 2 Result: Partially Achieved.

Mitigation Plan:

In reviewing the Audit, Alaska and the Caribbean districts have the highest imputation rates due to the limited flat volume to these destinations. Knowing these destinations typically have low flat volume, HQ Delivery Operations continues to work with all Area coordinators on a regular basis to ensure employees are trained with sampling responsibilities. HQ Delivery Operations closely monitored training compliance throughout the quarter and continues to provide weekly training completion metrics to field operations.

Additionally, USPS is utilizing the monitoring capability to proactively inform HQ personnel when thresholds for imputed data increase.

Measure 23: Processing Duration—At least 70 percent of the volume is measured for each product

Quarter 2 Result: Partially Achieved.

Mitigation Plan:

USPS continues to work towards increasing the volume of mail in measurement for each mail product. Starting in FY17 and continuing into FY19, USPS has launched a comprehensive effort across Headquarters (HQ), Field Operations (Areas and Districts), and Mail Entry to develop a mitigation plan for each exclusion reason. The following steps continue to be taken:

- Ongoing biweekly/monthly meetings between HQ, Area coordinators and their Districts to develop action plans for mailers with high exclusion rates.
- Working with field operations to reduce the amount of mail that falls out of measurement due to lack of Start-the-Clock.
- Ongoing review of business rules of each exclusion reason to reduce the percentage of mail being excluded.
- Ongoing development of resolutions for each exclusion reason to reduce the percentage of mail being excluded.

The characteristics and make-up of High Density and Saturation Flats Destination Entry Two-Day product presents a challenge to measure the service performance due to this

product being non Full-Service. A different methodology is employed to measure service performance because this is a non Full-Service product. USPS only measures one major mailer for High Density and Saturation Flats Destination Entry Two-Day through this process, which is the reason for less than 70% of volume in measurement.

The characteristics and make-up of Bound Printed Matter (BPM) flats mail present a processing challenge on flats sorter (FSS) machines. When this occurs, the mail may be manually sorted to the 5-digit level and therefore lack visibility. Headquarters is working with the Area coordinators to identify opportunities to gain more visibility on BPM. In Qtr. 2 of FY19, 57.6% of the volume was in measurement, this is nearly a 10% increase from Q1 FY19 for BPM flats.