



United States Postal Service®

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

Audit Compliance Response

FY2020 Quarter 1

February 25, 2020

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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 1 (Q1) of fiscal year 2020 (FY20).

II. Mitigation Plan

USPS has evaluated the results of the Independent Validation of the USPS Internal Service Performance Measurement (SPM) for Quarter 1 (Q1) of fiscal year 2020 (FY20) and has formulated a mitigation plan for the eight measures that were partially achieved. All other measures were achieved.

The subsequent sections describe, in further detail, the mitigation plan for measures 2, 5, 11, 19, 20, 23, 25 and 26.

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

Quarter 1 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 Operations has added information on sampling that covers the standard operating procedures and work instructions to their website; these are also made available to field management, through the Informed Visibility websites. These include instructional videos on performing First Mile sampling, service talks, posters, and instructions on how to access training materials and compliance reports.

Measure 5: Carrier sampling weekly compliance rates should consistently exceed 80 percent for most districts

Quarter 1 Result: Partially Achieved.

Mitigation Plan: Standard Operating Procedures and work instructions are available to field management through the Informed Visibility and Delivery Operations websites. These include instructional videos on performing Last Mile sampling, service talks,

posters, and instructions on how to access training materials and compliance reports. To ensure districts train all employees with sampling responsibilities, specifically for flats, periodicals, and BPM volume, in FY20 Q1, HQ Delivery Operations and HQ Service Performance closely monitored training compliance throughout the quarter.

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

Quarter 1 Result: Partially Achieved.

Mitigation Plan:

In reviewing the Audit, Alaska and the Caribbean districts continue to have the highest imputation rates due to the limited First-Class flats volume to these destinations. Due to that low volume for these two locations quarter over quarter, this measure is hard to achieve; however, USPS is utilizing the monitoring capability to proactively inform HQ personnel when thresholds for imputed data increase.

Measure 19: Most response rates should exceed 80% at a district level

Quarter 1 Result: Partially Achieved.

Mitigation Plan: USPS will continue to measure and report on quarter-to-date 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. Additionally, USPS is utilizing the monitoring capability to proactively inform HQ personnel when a district falls below the 80 percent compliance target during the quarter. HQ personnel then alert the necessary districts to remediate the decline in compliance rate.

Measure 20: Coverage ratios should meet acceptable thresholds at the 3-digit ZIP Code levels for districts with poor coverage.

Quarter 1 Result: Partially Achieved.

Mitigation Plan: USPS will continue to measure and report on quarter-to-date First Mile compliance rates for each 3 digit ZIP code level within a 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. Additionally, USPS is utilizing the monitoring capability to proactively inform HQ personnel when a district falls below the 80 percent compliance target during the

quarter. HQ personnel then alert the necessary districts to remediate the decline in compliance rate.

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

Quarter 1 Result: Partially Achieved.

Mitigation Plan:

USPS continues to work towards increasing the volume of mail in measurement for each mail product. USPS has 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.
- Developed and implemented an automated service performance measurement exclusions dashboard to assist the Area and District field operations to identify opportunities.

The characteristics and make-up of High Density and Saturation Flats Destination Entry Two-Day product continues to present 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 continues to present a processing challenge on flats sorter 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.

Measure 25: Most response rates should exceed 80% at a district level

Quarter 1 Result: Partially Achieved.

Mitigation Plan: USPS will continue to measure and report on quarter-to-date Last 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.

Additionally, USPS is utilizing the monitoring capability to proactively inform HQ personnel when a district falls below the 80 percent compliance target during the quarter. HQ personnel then alert the necessary Area to remediate the decline in compliance rate.

Measure 26: Coverage ratios should meet acceptable thresholds at the 3-digit ZIP Code levels for districts with poor coverage.

Quarter 1 Result: Partially Achieved.

Mitigation Plan: USPS will continue to measure and report on quarter-to-date Last 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.

Additionally, USPS is utilizing the monitoring capability to proactively inform HQ personnel when a district falls below the 80 percent compliance target during the quarter. HQ personnel then alert the necessary Area to remediate the decline in compliance rate.