



United States Postal Service®

**Response to Independent Validation of
USPS Service Performance
Measurement Audit Design
(Reorganization)**

Audit Compliance Response

FY2022 Quarter 2

May 27, 2022

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I. Summary

This report presents the Response of the United States Postal Service (USPS) to the Independent Validation of USPS Service Performance Measurement (SPM) Audit Design for Quarter 2 (Q2) of fiscal year 2022 (FY22).

II. Mitigation Plan

USPS has evaluated the results of the Independent Validation of USPS SPM Audit Design for FY22 Q2 and has formulated mitigation plans for the two measures that were not achieved. All other measures were achieved.

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

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

Quarter 2 Result: Not Achieved

Mitigation Plan: Standard Operating Procedures and work instructions are available to field management through the Informed Visibility and Delivery Operations websites. Tools include instructional videos on performing Last Mile sampling, service talks and posters. Instructions are also available on how to access training materials and compliance reports. These tools are designed to help Districts ensure that all employees who have sampling responsibilities are properly trained. Increasing employees' awareness of proper procedures will help reduce the use of imputed data.

Additionally, due to limited First-Class flats volume, thirty-seven Districts required the use of imputation. USPS anticipates that this audit measure will remain difficult to achieve until volumes return.

Measure 23: Processing Duration – At least 70% of the volume is measured for each product.

Quarter 2 Result: Not Achieved

Mitigation Plan: USPS continues to work towards increasing the volume of mail in measurement for each mail product. USPS has comprehensive efforts across Headquarters (HQ), Field Operations, and Mail Entry as follows:

- Collaboration between the HQ SPM team and Field Operations to reduce the amount of mail that falls out of measurement due to lack of Start-the-Clock events.
- Review of the business rules for each exclusion reason to reduce the percentage of mail being excluded.
- Development of resolutions for each exclusion reason to reduce the percentage of mail being excluded.
- Continued collaboration between the HQ SPM team and the Mailer Technical Advisory Council workgroup to reduce volume excluded from service performance measurement.
- An external tool showing commercial mail exclusions was deployed in April 2022 and is currently available for mailers to use. To bolster awareness and encourage the use of the tool, an Industry Alert was issued April 2022, a mailer orientation was offered via ZOOM the same month, and the tool was promoted at the National Postal Forum.

The characteristics and make-up of the High Density and Saturation Flats Destination Entry Two-Day product continue to present a challenge. USPS uses a different methodology to measure the service performance of this product because this is a non-Full-Service product. As part of this methodology, USPS measures only one major mailer for the High Density and Saturation Flats Destination Entry Two-Day product, which is the reason for less than 70% of volume in measurement.

Due to the characteristics and make-up of Bound Printed Matter (BPM) flats mail, a significant volume may be incompatible with flats sorting equipment or other mechanized sortation. As a result, the mail may be manually sorted to the 5-digit level and, therefore, lacks visibility because it was not scanned using mechanized equipment. To mitigate this issue, USPS continues to work with the Area coordinators to develop processes that will enable increased visibility for BPM flats mail when it is manually sorted.