



United States Postal Service®

Response to Independent Validation of USPS Service Performance Measurement Audit Design

Audit Compliance Response
FY2023 Quarter 1

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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 1 (Q1) of fiscal year 2023 (FY23).

II. Mitigation Plan

USPS has evaluated the results of the Independent Validation of USPS SPM Audit Design for FY23 Q1 and has formulated mitigation plans for the one measure that was not achieved and one measure that was partially achieved. All other measures were achieved.

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

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

Quarter 1 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.

Except for First-Class Mail Flats, the USPS' actions outlined above are resulting in desired outcomes. However, limited First-Class Mail Flats volume in the mail stream is the primary contributor to the failure of this audit measure. Thirty of the fifty Districts required greater than 10% imputed volume. Although this represents a marked improvement compared to the forty-three Districts in FY22 Q4 in that category, it is well above the target. USPS anticipates that this audit measure will remain difficult to achieve until significant increases in volumes for the First-Class Mail Flats sample group occur.

Measure 23: Processing Duration – At least 70% 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 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 mailing industry, both directly and through the Mailer Technical Advisory Council, to reduce volumes excluded from service performance measurement.
- The USPS deployed a process that was effective at the start of FY22 Q4 to resolve an issue with commercial volumes that were being excluded due to the Long-Haul Exclusion reason. That exclusion primarily impacts First-Class Presort Letters volume, and this initiative resulted in increased First-Class Presort Letters volume in measurement.

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 there being 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. USPS continues to work with the Processing Division coordinators to identify and develop processes that will increase visibility for BPM Flats bundles and sacks that are manually sorted.

International Inbound and International Outbound mail also present a challenge. Inbound letters and cards are often not automation compatible and must be processed in manual operations. When this occurs, the volumes fall out of measurement. The USPS Service Performance Measurement team will review outbound letters and flats processes to investigate opportunities to increase International Outbound mail in measurement.