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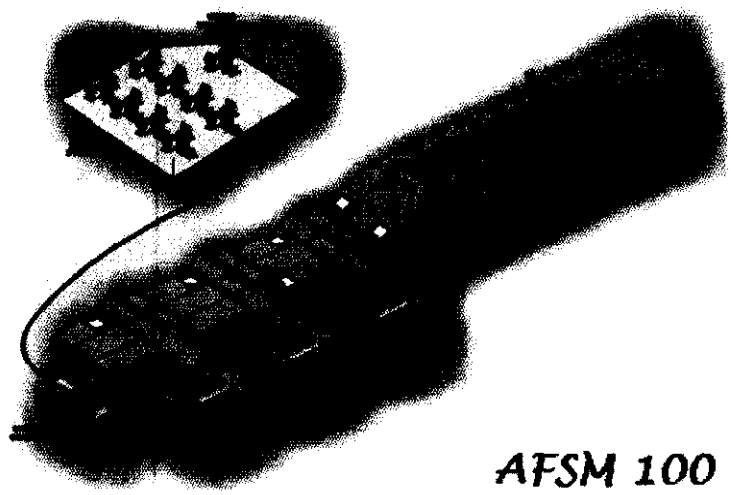
Mail Processing Material in Response to OCA/USPS-156
Part 2 of 2

AFSM 100 Standardization

Supervisor's Guide



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Copy # 5
AFSM 100 National Standardization Guide and Supervisor's Guide
Part 2 of 2

Rev.1 9/20/2001. Approved by Process Owner

[redacted]

To: Supervisors, Distribution Operations
Flat Sorting Operations

The deployment of the Automated Flat Sorting Machine (AFSM) 100 provides the impetus for making significant changes to the processing of flat sized mail throughout our system. As a supervisor of flat operations, you play a key role in effecting those changes. This book has been prepared to provide you with a condensed summary of critical operating policies, procedures, performance targets, and activities to assist you.

The AFSM 100, itself, represents a considerable investment. It can help to reduce flat processing costs dramatically if fully utilized and if operated with efficient work methods. Best practice work methods have been well documented in actual use. Using the methods described here can produce target level performance for your operation.

In this "Year of the Flats", we are counting on you!

Walter O'Tormey
Manager, Processing Operations
National Process Owner, AFSM 100

[redacted]

Corporate Flats Processing Strategy

Major flats processing improvement to:

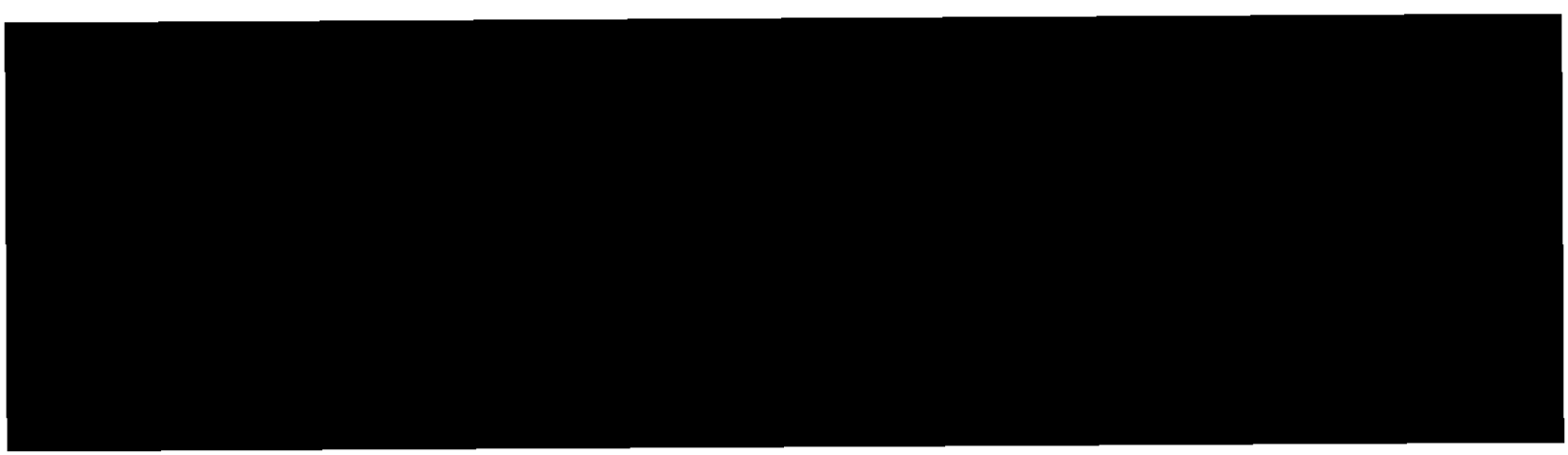
- review end to end processing
- improve service performance and attack cost structure

Elements of improvement effort to include:

- deploying 535 AFSM 100's
- replacing FSM 881's
- reducing manual flat sorting for plants / delivery units
- retrofitting FSM 1000's with automated feed / sorting
- standardizing flat processes
- systematically certifying flat distribution sites
- addressing preparation issues with originating mailers

Process improvements and cost savings achieved by:

- replacing FSM 881's with productive AFSM 100's
- greatly reducing manual processing / LDC43 work-hours
- providing for reduction of equipment operator level
- orienting flats consistently for down stream processing
- producing earlier mail flow to carriers



AFSM Operation

Equipment features:

- Optical Character Reader
- Bar Code Reader
- On-line Video Coding System
- High OCR / BCR accept rates
- 3 Automated Feed Stations
- High speed processing (over 17,000 pieces per hour)
- 120 stackers
- Tie in to material handling systems

Nationally standardized tools developed for all locations:

- procedures and work instructions
- training
- performance indicators
- performance targets (based on demonstrated levels achieved at initial sites)
- Area-conducted performance, productivity, and compliance assessments of all locations

AFSM 100 operating factors:

- processes 3 times faster than FSMOCR
- provides the least costly flat processing
- processes 80% of current flat mail base (expect FSM 1000's and approx. one flat case per sort program use for balance of volume).

All craft and management employees must be knowledgeable of the procedures that support the following targets and understand the impact of their performance of assigned tasks.

A key finding in the initial deployment sites was the distinct correlation of AFSM 100 procedures and work instruction compliance with overall productivity.

The following performance indicators/targets represent ***levels of achieved performance*** demonstrated through compliance to the processes, procedures, and instructions in this guide.

The initial sites' AFSM 100 inventory ranged from one to four machines. It is expected that volume per machine will fluctuate depending on inventory*, but productivity by source types should be maintained at national standards.

Note: With the exception of the Official Performance Requirements for Data Conversion Operators' speed and accuracy, the following are operational ***targets***, not employee work Performance Requirements.

These volumes listed on the following page, with performance indicators and targets.

PERFORMANCE INDICATORS:	PERFORMANCE TARGETS:
Total AFSM100 productivity (Machine/VCS)	1,998 pph (@ 55%/65%/ 9%**)
" " " "	2,065 pph (@ 75%/90%/ 9%**)
" " " "	1,705 pph (@ 55%/65%/16%**)
Pieces Handled per AP per Machine (Minimum)	Per FARM model
Primary Wall Clock Hourly Throughput (Operational)	15,000
Secondary Wall Clock Hourly Throughput (Operational)	13,000
Machine Staffing Level (Mail Processors)	Up to 5 at full capacity
VCS Staffing Level (DCOs)	Based on Image Flow Workload
Program Changeover Time (OCR mode)	9 minutes maximum
Primary Machine Productivity	2,693 pph
Secondary Machine Productivity	2,412 pph
Composite Machine Productivity (55% Pri. 45% Sec.)	2,548 pph
Primary DCO Keying Productivity	900 Images/hr, 7150 keystrokes/hr
Secondary DCO Keying Productivity	650 Images/hr, 7150 keystrokes/hr
Composite DCO Keying Productivity (@ 75% Pri, 25% Sec)	838 Images/hr, 7150 keystrokes/hr
DCO Keying Accuracy	98% *
Image Finalization Rate	95%
BCR Accept Rate	95%
Machine Error Rate	1.3% max
Machine Unscheduled Downtime (report as % of total hours)	% TBD (reporting still required)
Jam Rate Per 1000 Pieces Fed	3
Preventive Maintenance (PM) On-time Completion	95%

* Official Performance Requirements ** Primary Mailmix/Primary Imagemix/Images pr TPH%. *** Recalculate target each AP with actual local mix if differing from 55/45

Supervisor's Overall Responsibilities:

Facilitate the achievement of USPS performance and productivity targets:

- Know all process performance expectations/ targets.
- Post those targets, update with results, and discuss with all involved craft personnel.
- Understand and adhere to the process designed to achieve these targets.
- **Train operational employees to perform AFSM 100 tasks.**
- Staff and schedule only trained employees for optimum productivity.
- Motivate and help employees to consistently maintain/exceed the target achievements.
- Manage start-up, transition and other down periods for optimum machine utilization.

Managing Total AFSM 100 Productivity:

PERFORMANCE INDICATORS:	PERFORMANCE TARGETS:
Total AFSM100 productivity (Prep/Machine/VCS)	**Based on mail mix and image load and mix**
Composite Machine Productivity (55% Pri. 45% Sec.)	**2548 pph**
VCS image Productivity in Images/Hr	**650-900 @ 0%-100% Primary Image**

*** Official Performance Requirements**

TOTAL PRODUCTIVITY

=

PIECES SORTED / HANDLED

+

TOTAL WORKHRS USED

[redacted]

Total workhours includes:

- machine workhours (MOD # 330C),
- mail preparation hours (not counted in productivity formula)
- DCO hours (MOD #'s 381/382)

To obtain the Total Productivity a supervisor must manage the three drivers of this performance:

- machine operations,
- mail preparation, and
- keying productivity.

A supervisor must **balance** the system to obtain a maximum throughput with a corresponding minimum work hours used.

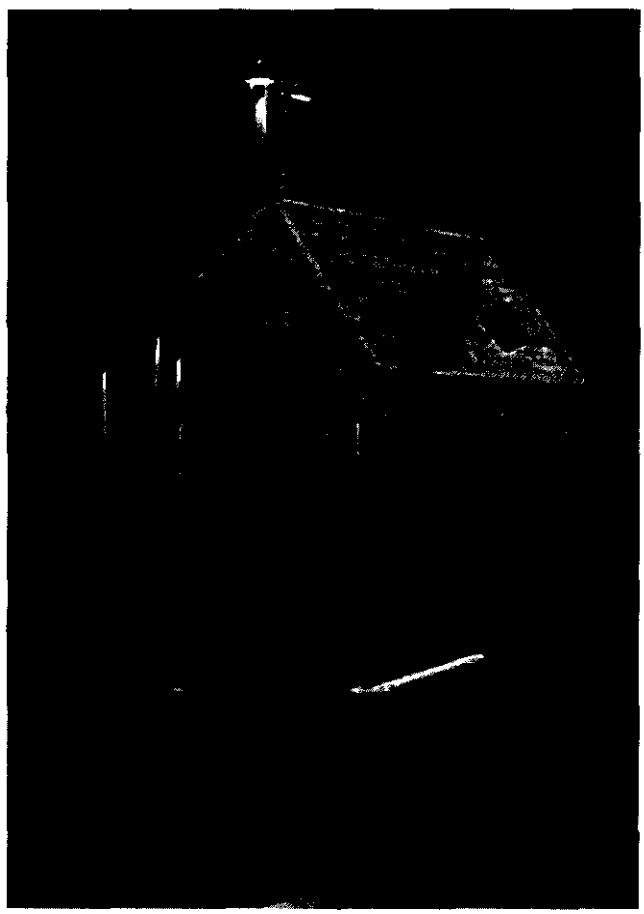
Below is a table that summarizes key "valves" the supervisor must turn to achieve the total AFSM 100 productivity target:

Performance Drivers that Optimize Productivity

Productivity Category	Key influencing Activities
Mail Prep Productivity	• Maximize bypass of mail. Supervisor must take advantage of clean mail from originators and inbound MMP from other AFSM 100 machines. • An FMC can be filled in 40 minutes. • Using 3-4 hours mail prep per run hour. Do not overstaff, manage the mail preparation.
Machine Productivity	• Optimize throughput ! (Pieces Fed & Accepted) • Optimize staffing (up to 3 feeders, 2 Sweepers). • Perform causal analysis on high jam rates and implement corrective action. • Maintain 30 minutes inventory or more prepped mail. • Crisp program changeover using all available craft employees. Plan for changeover to keep it to 9 minutes. • Feed a good mix of barcoded, typewritten, and script mail to provide an even flow of images to maximize total pieces accepted and sorted. • Ensure acceptable maintenance coverage.

Productivity Category	Key influencing Activities
DCO Keying Productivity	• Schedule VCS room for planned image flow. • Keep even constant flow of images for the VCS. Try to match planned image flow rate. • Consistently monitor screen/reports to eliminate DCO idle time through improved image flow and staffing adjustments. • Stagger breaks and ergonomic time.

Optimize Throughput:



[redacted]

Maximize Pieces Fed by keeping the machine running **(the green feed station lights on and the red/orange lights off)**. The supervisor must:

- Keep sufficient volume of mail available.
- Minimize downtime.
- Minimize the number of jams and time needed to clear.
- Minimize program changeover time.
- Always try to maintain a good mixture of barcoded, typed, and scripted mail to manage mail and image flow within the operating plan.

To Maximize Accept Rate:

- Maintenance cleans reader heads.
- Maintenance must align the injectors to reduce/eliminate mail missorts or falls on the floor.
- Minimize the feeding of unfaced mail.
- Keeping the VCS room properly staffed. If understaffed, images are not resolved timely and are rejected, thus reducing pieces sorted. Overstaffing increases idle time and, therefore, increases cost and decreases productivity.

Accounting Period Target for Pieces Handled/Throughput

The national FARM (Flats Automation Requirements Model) volumes total 21.9 Billion flats. The AFSM 100 must be used to process all the volume each site committed to in the FARM on an AP basis. Supervisors must adhere to the machine scheduler provided by In-Plant Support and process all sort programs within the scheduled operating windows.

Flat mail must come from Function 4 operations in the Stations/Branches and Associate Offices and manual Function 1 operations in the plant. The primary objective is to maximize the volume of automated flat mail and minimize manual distribution volumes in the plants and delivery units.

[redacted]

Staffing and Scheduling

STAFFING-PERFORMANCE INDICATORS:	STAFFING TARGETS:
Machine staffing level (Mail Processors)	**Up to 5 at full capacity**
Mail preparation staffing	**Up to 3 per machine hour**
VCS staffing level (DCOs)	**Based on image flow**

Mail Preparation - Based on observations, it is estimated that it takes approximately 40 minutes for one person to fill an FMC. If the throughput rate on the AFSM 100 is 15,000 pieces per hour and the average volume of mail in a FMC is 3,000 pieces, then the supervisor should plan on having 5 FMCs of prepared mail available for every hour of processing (i.e., 15,000 = 3,000 * 5)

This, of course, assumes that only mail from FMCs is being processed. If the operation is being supplemented by mail in flat tubs, the requirement for FMC mail will be less per hour. Supervisors should also ensure that workhours for personnel preparing mail for processing on the AFSM 100 are properly charged.

Keying - Plants receiving AFSM 100s will establish dependent Remote Encoding Centers (RECs) within the Plant for image keying and adhere to the work rules and staffing mix previously established for the RECs.

Program Changeover

PERFORMANCE INDICATORS:	PERFORMANCE TARGETS:
Program Changeover time (OCR mode)	**9 minutes max**
Adequate volume for next program staged	**30 mins prior to next run**

Program changeover has considerable productivity leverage. Prior to program changeover, AFSM 100 supervisor and craft should use a well-planned 30 minutes preparation, followed by 20 minutes of sweeping, dispatching and tub labeling, to minimize the time when the AFSM 100 is not operating.

[redacted]

50 Minutes to manage a good 9 minute Changeover window

-30 to –7 Minutes:

@ -30, Supervisor starts to ensure adequate Prepped Mail for Next Program.
@ -20, Sweeper #1 verifies that labels are available for the next run.

-7 to 0 Minutes:

@ -7, Feeder #1 Pulls up Next Program Mail, cleans up Rejects and Tubs around all 3 feeders.
@ -7, Feeder #2 & #3 ensure even feed so that all stations run out simultaneously @-4 min.
@ -4, All Feeders Reload Feed Stations with next Program Mail, finish clearing of feeder area.

0 to +5 Minutes:

@ 0, Supervisor changes computer to next run program.
@ 0, 2 Feeders and 2 Sweepers pull down machine.
@ 0, 1 Feeder loads all three consoles.
@ 0, 1 Sweeper dispatches pulled out tubs (approximately 50% dispatched by +5 minutes).

+5 to +20 Minutes:

@ +5, Restart machine for next run.
@ +5, 2 sweepers complete dispatching.
<10, Replace the sweep sides with trays. Hold off labeling.
@ +10, Sweepers label all trays while monitoring initial tray fill-up.
@ +20, Trays again filled to normal operational levels and sweepers resume normal duties

Managing transition periods:

It is important to manage employee changeovers effectively during transition periods to maximize throughput and minimize down time an.

[redacted]

Daily Supervisor Activities:

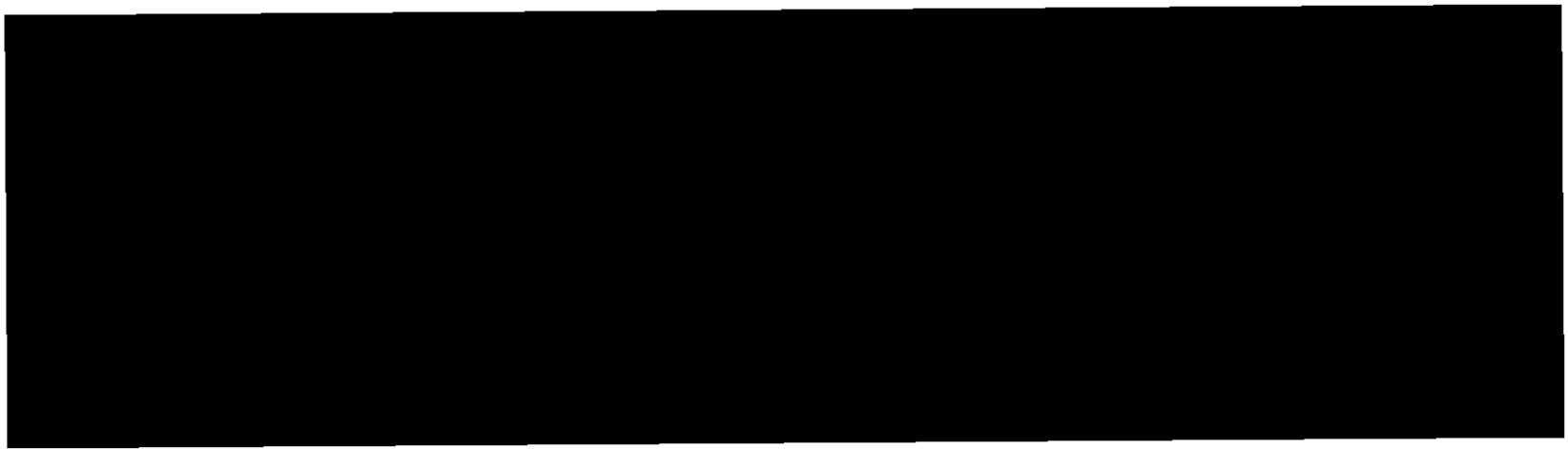
The following can be used as checklists for daily tour activities:

Pre-Tour Operation:

- Ascertain staff availability to prepare, operate & key flats through the AFSM system, as well as ET availability for during-run maintenance.
- Determine mail volume.
- Communicate with outgoing supervisor about condition of operation, tour turnover, staffing, on-hand volumes, and machine or problems.
- Check maintenance log-book for machine problems.
- Ensure that necessary forms and paperwork are available.
- Ensure that proper sort programs are loaded.
- Check machines for proper equipment set-up and labels.
- Assign operators.
- Make arrangements for additional mail and know source.
- Entering tour information.

During Tour Operation:

- Process mail in proper sequence.
- Check that all personnel are working safely.
- Ensure that all unauthorized persons are kept out of the operation.
- Ensure that all on-hand volumes by sort programs are available.
- Check mail volumes being processed, using the MIS work station.
- Supervise rotations, ensuring that operators do not leave consoles until they are properly relieved.
- Supervise employees performing feed, sweep, and keying tasks.
- Prompt restarts after clearing jams.
- Help maintenance analyze and reduce high jam rates. Establish at what jam rate to initiate action.
- Check for proper labeling of trays and containers.
- Check that full bins are swept (pulled) in a timely manner.
- Ensure that all available mail is pulled for dispatch on schedule.
- Check that mail for downstream operations is dispatched as scheduled.
- Ensure that ledges are properly loaded.
- Check that non-machineable mail is culled and placed in trays for downstream operations.



- Ensure that the feeder loads ledges during machine stops.
- Monitor OCR/BCR accept rates.
- Check hourly console and machine throughput.
- Check for good housekeeping — e.g., that aisles are kept clear, etc.
- Ensure efficient sort program changeovers.
- Perform emergency shutdowns when required.
- Post results on target / results board hourly and discuss with employees if major change or below target.

Post-Tour Operation.

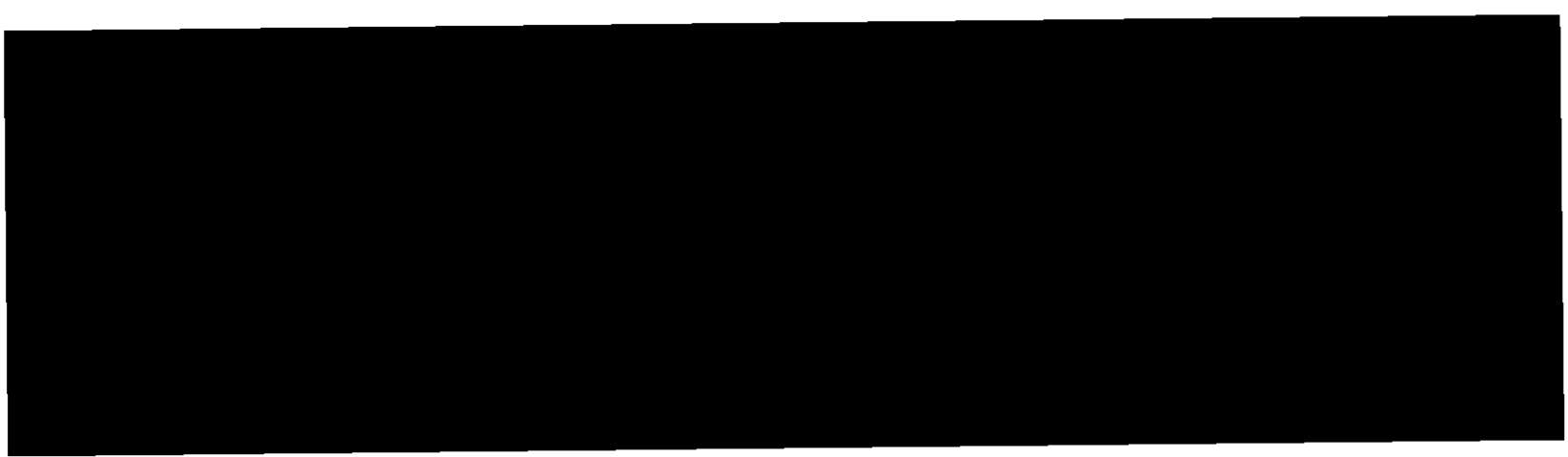
- Ensure that all mail is processed and ledges loaded if incoming tour will continue the same sort program.
- Check bins to ensure that all are swept (pulled) as appropriate.
- Ensure that residual mail is sent to proper operation.
- Continue to ensure that all mail is properly dispatched.
- Minimize pull-down time; keep sweeper hours to a minimum.
- When run is over, obtain machine run reports.
- Leave the machine area in a condition that will allow for safe operation by the oncoming crew.
- Reassign employees if necessary.
- Set up for the incoming tour and discuss operation condition, mail availability, mail-flow problems, and machine problems with the incoming supervisor.
- Complete all required reports and disseminate appropriately.

CHECKLIST for CERTIFICATION of the AFSM 100 PROCESS

Successful users of a standardized, well-tuned process continuously do key things the same way. They likely obtain the same good performance results.

When assessing the process one can look at Performance and Productivity or compliance to procedures/instructions. Non-compliance will almost always result in lower performance and/or productivity. Fix the first one and the other will show the positive results.

The items on the following checklist are considered key to a successful operation. Their individual impacts on such success are weighted in the "Value" column. The extent to which installations are compliant or are achieving the target results are listed as percentage completed in the



"% there" column. The aggregate "% there" divided by the aggregate "value" gives us the "Percent implemented.

This checklist is used by local and Area assessors to certify the process as compliant and effective at each process location.

1	Do reports and observations verify that employees are consistently **clocked into the correct operation** numbers (incl. VCS and mail prep)?	**10**	1.0
[redacted]	Does the location consistently* meet **machine productivity** targets? (Example: 2,548 pph composite based on 55/45% primary/secondary mail-mix)	**10**	1.5
[redacted]	Does the location consistently* meet **hourly throughput targets** for all machines? (Example: 14,100 pph Wallclock / Operational based on 55/45% primary/secondary mail-mix)	**10**	4.9
[redacted]	Does the location consistently* meet total AFSM 100 **productivity** targets? (based on Primary Mailmix/Primary Imagemix/Images pr TPH%)	**10**	1.5
[redacted]	Does the location consistently* achieve daily **total pieces fed** targets to reach FARM commitment for the A/P?	**10**	12.0
[redacted]	Does the location consistently* meet national **productivity targets for VCS** room? (838 images /hr composite based on 75/25 primary/secondary mail mix.)	**10**	1.4
[redacted]	Are weekly KPERS (edits) 25 pc samples run on each keyer and are they maintained as cumulative records for each DCO?	**5**	
[redacted]	Does the location consistently* meet national 7150 **keystrokes per hr targets** for all DCO's ?	**3**	

[redacted]

[redacted]	Are managers **tracking and analyzing work hours** used in each operation on a daily basis?	3	
10	Are average throughput **targets**, actual **results**, and **gaps** clearly **posted daily by tour**?	3	
11	Is the content of the **targets/results/gaps discussed** timely **with the operators**(in service talks, coaching opportunities, job huddles, etc.)?	2	

Two weeks continuous data for initial certification.
Otherwise last three AP's (each having to meet target).

[redacted]			
12	Are there **appropriate numbers** of AFSM 100 **feeders & sweepers** on the machine? (5 max at full staffing.)	5	
13	Is there an optimum number of qualified DCOs clocked into the VCS operation on each tour (obtaining the lowest possible machine degradation while keeping **DCO idle time** at a minimum)?	5	
14	Have the appropriate number of **mail prep personnel** been assigned for all AFSM's? (per interview with supervisors and/or MDO)	5	
15	Has **proper qualified maintenance coverage** been verified for each tour? [per interview with SDO]	5	
[redacted]			
16a	Are all the **SDO's** fully familiar with the applicable portions of the AFSM 100 National Standardization Guide and do they consistently adhere to them. (Sample from separate Key Conformance Activity Checklist.)	5	
16b	Are all the **feeders and sweepers** fully familiar with the applicable portions of the AFSM 100 National Standardization Guide and do they consistently adhere them. (Sample from separate Key Conformance Activity Checklist.)	5	

[redacted]

16c	Are all the **mail preparation personnel** fully familiar with the applicable portions of the AFSM 100 National Standardization Guide and do they consistently adhere them. (Sample from separate Key Conformance Activity Checklist.)	**5**	
	Can the **SDO's required training** be verified through **"Demonstrated Skills" record** for Standardization Training and **PEDC record** for Course #50582-00?	**3**	
	Can all **feeders' and sweepers' required training** be verified through **"Demonstrated Skills" records** for Standardization Training and **PEDC record** for Course #50583-00?	**3**	
	Can AFSM 100 **mail preparation personnel's required training** be verified through **"Demonstrated Skills" record** for OJT Standardization Training?	**3**	
	Can **DCOs' required training** be verified through **PEDC record** for Course #50584-00?	**3**	
18	Is there consistently **sufficient mail available** to keep the AFSMs running without interruptions?	**5**	
19	Does the properly staffed team consistently achieve the **9 minutes max program changeover** target?(4 min for buckets to clear + 5 min for sweepdown)	**5**	
20	Is the **manual flats** operation processing any mail that should be run on AFSM100? (Per FARM model commitment.)	**5**	
21	Do **tour changeovers and break/lunch reliefs go smoothly?** Do the SDOs, operators, DCOs wait to be relieved before leaving their workstations?	**5**	
22	Are the **machines and feeders kept running** at all times to prevent unnecessary loss of machine or feeder utilization ?	**3**	

23	Are feeders blending in available bypass flats from tubs/trays with mail prepared flats from FMC carts?	**2**	
24	Have **processing priorities** by mail type been established and reflected in a schedule for each AFSM? [A current written schedule is required]	**1**	
25a	Is all **mail (that should be) swept** from all bins after each run?	**2**	
25b	Are flats trays and MTE **labeled correctly**? (10% sample recommended)	**2**	
25c	Are sweepers **finishing dispatching** flats trays during the beginning of next run?	**2**	
25d	Are operators consistent as to **who clears injector jams** (*feeder #1 vs. far side sweeper*)?	**2**	
26a	Do the feeders / sweepers consistently meet the "time to clear jams" requirements listen in W-AF125.	**4**	
26b	Are excessive jams being identified, analyzed, and reported to maintenance by the AFSM 100 SDO?	**3**	
27	Is the **recycle rate** consistently monitored by the supervisor?	**1**	
#	**MAIL PREPARATION**	**WGT**	**SCORE**
28	Is mail consistently prepared so that bound edge is to the right and the address faces up?	**5**	
29	Is **proper mail prepped** for the upcoming run or tour? (per the Machine Scheduler LE)	**5**	
30	Is mail that can **by-pass** FMC preparation sent directly to the AFSM staging areas?	**3**	
31	Is all prepped mail and bypass mail **staged in designated areas**?	**1**	

#	MAINTENANCE SUPPORT	WGT	SCORE
32	Do the **maintenance** personnel consistently **obtain AFSM equipment for PM** per its maintenance schedule? (Per interviews w/ SDOs and maintenance)	5	
33	Does the documentation show **PM completion rate** at 95% or greater?	5	
34	Is maintenance analyzing the **causes of jam /reject rates** and advising the SDO/MDOs on how to reduce?	4	
35	Is the average **response time from maintenance** for unscheduled outages 2 minutes or less?	4	
36	Are **Preventive Maintenance schedule and windows** established, agreed to by Operations, and posted?	1	
37	Are machine problems & **downtime recorded** in the Maintenance logbook?	1	
38	Is maintenance tracking and reporting (to the Area maintenance) unscheduled downtime?	1	
39	Do all AFSM 100's have the **current software versions** loaded?	2	

PERFORMANCE RESULT:	**%**
COMPLIANCE RESULT:	**%**

[redacted]

SUPERVISOR and CRAFT TRAINING
***for* LOCATION CERTIFICATION.**

A certified process can only be achieved when the assigned craft and supervision perform their work in compliance with the process' procedures and instructions. As for the process at large, noncompliance to the operational documentation will almost always result in shortfall in performance and/or productivity.

It is important, here, to recognize the difference between what is an Official US Postal Service Performance Requirement and what is an operational target in an environment where our competitive strength determines our future. The former determines individual employability, the latter does not. Much like team coach generates enthusiasm to help having a winning season, a location supervisor should do the same to obtain and maintain a process certification.

To answer the question "What should I do to help our location get our process certified", the following checklist is in place. In the hands of a local process coordinator, it allows a clear picture of what each craft and supervisor needs to do to bring about and maintain a certified process.

The result of this individual assessment will show two things:

1) What individual training a supervisor or craft employee will need to operate the process in compliance

2) The location's overall readiness to request the Area assessment to earn certification of the process

Note: If a location finds a way, differing from the documented one, that verifiably improves performance / productivity, the Process Owner wants to learn about it as soon as possible, to help deploy the improvement nationally. The location should not permanently implement its improvement suggestion, however, until it has been validated and requested by the Process Owner.

[redacted]

AFSM 100 SUPERVISOR DISTRIBUTION OPERATIONS (SDO)

Demonstrated Performance on:	Date	Time
Has SDO completed required AFSM 100 training (course # 50582-00 and this Guide) ?		
Does the supervisor know the AFSM 100 goals and their formulas:		
• Pieces Fed target during last AP?		
• FARM commitment for flat operations?		
• Hourly operational throughput target?		
• Machine Productivity target (330C)?		
• Average time to fill an FMC?		
• DCO Keying Productivity (381/382)?		
• Total AFSM 100 Productivity?		
• Program changeover target?		
Is proper staffing consistently maintained per W-AF123?		
Can the supervisor demonstrate proper posting of hourly throughput and productivities?		
Are performance achievements/shortfalls discussed in daily service talks?		
Are pre-tour activities performed per W-AF123?		
Are during-tour activities performed per W-AF123?		
Are post-tour activities performed per W-AF123?		
Are program changeover activities performed to minimize idle time (W-AF124)?		
Is the preventive maintenance schedule adhered to?		
Is AFSM 100 mail processing schedule adhered to?		
Can the supervisor demonstrate how to pull clock ring reports and reconcile against employees actually working in the operation?		
Are workhours monitored and verified daily?		
Can the supervisor explain the concept of "bypass" mail and its relevance to mail prep productivity.		
Does the supervisor manage transition periods (breaks, lunches, etc.) to minimize idle time.		
Does the supervisor understand the causes and effects of high recycle rates and when recycle action should be taken.		
Are DCO EDITs being conducted and performance of less than 98% addressed?		

*) Not specifically SDO duty, but needs to take place for location to be "certified".
‡ Included in Section #5 of the AFSM 100 National Standardization Guide.

AFSM 100 PERSONNEL PREPPING / HANDLING MAIL

Demonstrated Performance on:	Date	Time
Is there a record of the employee having received all applicable AFSM 100 Mail Preparation Training?		
Is the employee observing proper *personal safety guidelines*?		
Does the employee know the proper *safety features* of the FMC?		
Is even weight distribution achieved while loading FMCs?		
Is the employee clocked into proper operation number?		
Is the employee thoroughly familiar with applicable procedures/instructions and the AFSM 100 Standardization Guide?		
Is this employee preparing mail in accordance with proper mail preparation procedures?		
Does the employee understand the concept of "bypass" mail and its effect on productivity?		
Does the employee know the goal for time to fill an FMC?		
Does the employee know how many FMCs of mail should be prepped for each run hour on the AFSM 100?		

AFSM 100 MAIL PROCESSOR

Demonstrated Performance on:	Date	Time
Is there record of the employee having received the required AFSM 100 Operations Training(PEDC record of course #50583-00)?		
Is the employee observing proper personal safety guidelines?		
Does the employee know the proper safety features of the AFSM 100 and the FMC?		
Is the employee clocked into proper operation number (330C)?		
Can employee demonstrate knowledge of AFSM100 performance and productivity targets, or know where to consult them?		
When feeding, does the employee demonstrate proper unloading of the FMC (per W-AF 234)?		
Is the feeder loading the AFSM 100 per W-AF345?		
Is this employee sweeping the AFSM 100 in accordance with applicable procedures and instructions(W-AF 567)?		
Does the employee know how to check for non-machineable mail at the feed station and cull out pieces that are non-machineable?		
* Does employee understand and perform all Program Changeover roles (per W-AF124)? ‡		

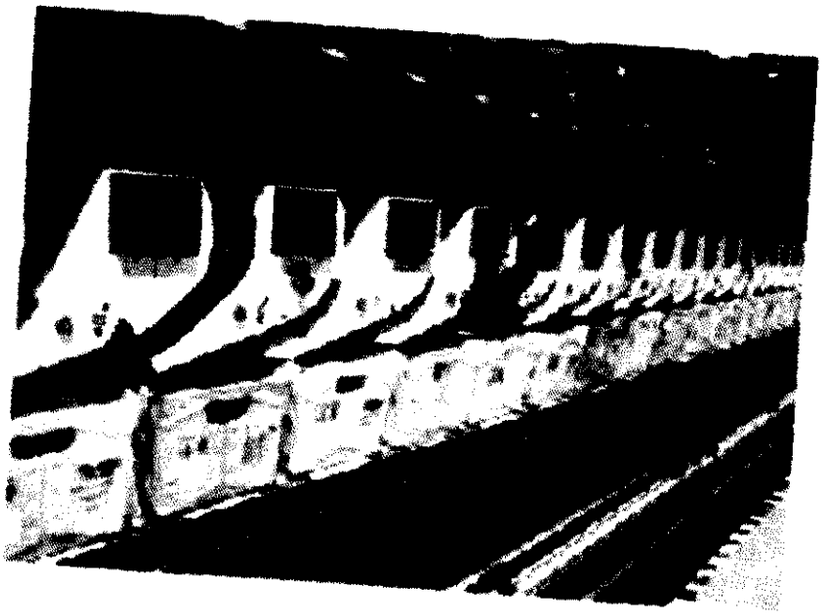
Is this employee sweeping and supporting the AFSM 100 process in accordance with applicable procedures and instructions?		
* Is the sweeper handling the AFSM 100 per W-AF567, "Sweeper Operations"? ‡		
Does the employee know how to check for non-machineable mail at the feed station and cull out pieces that are non-machineable?		
Does the operator understand and conduct all activities to effect a good 9-minute Sort Plan Changeover (Per W-AF 124)?		
Does the sweeper understand the importance of replacing trays promptly when the indicator lights come on (<30 sec)?		
Are all empty trays properly labeled when replaced?		
Can employee keep up with console feed rates without incurring feeder stoppage?		

AFSM 100 MAINTENANCE SUPERVISOR

Demonstrated Performance on:	Date	Time
Has a yearly Preventive Maintenance Schedule been developed for AFSM 100?		
Is there evidence that the schedule is being revised as PM experience occurs?		
Is the PM Schedule posted where it is available for all impacted personnel?		
Are all maintenance personnel with AFSM 100 responsibility fully trained?		
Is a 95%+ timely completion rate of PM's consistently achieved? Partials do not count.		
Are records of unscheduled AFSM 100 total machine downtime kept for each AP?		
Is unscheduled AFSM downtime consistently recorded?		
Does the AFSM 100 SDO confirm that an effective dialog exists with Maintenance?		
Is the supervisor fully familiar with all performance targets of his/her AFSM 100?		
Has the supervisor received full training on all the sections of the Standardization Guide and Work Instruction W-AF410? (Self study is acceptable if documented)		

‡ Included in Section #5 of the AFSM 100 National Standardization Guide.

[redacted]



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