

**BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001**

**EXPERIMENTAL RATE AND SERVICE
CHANGES TO IMPLEMENT NEGOTIATED
SERVICE AGREEMENT WITH
CAPITAL ONE SERVICES, INC.**

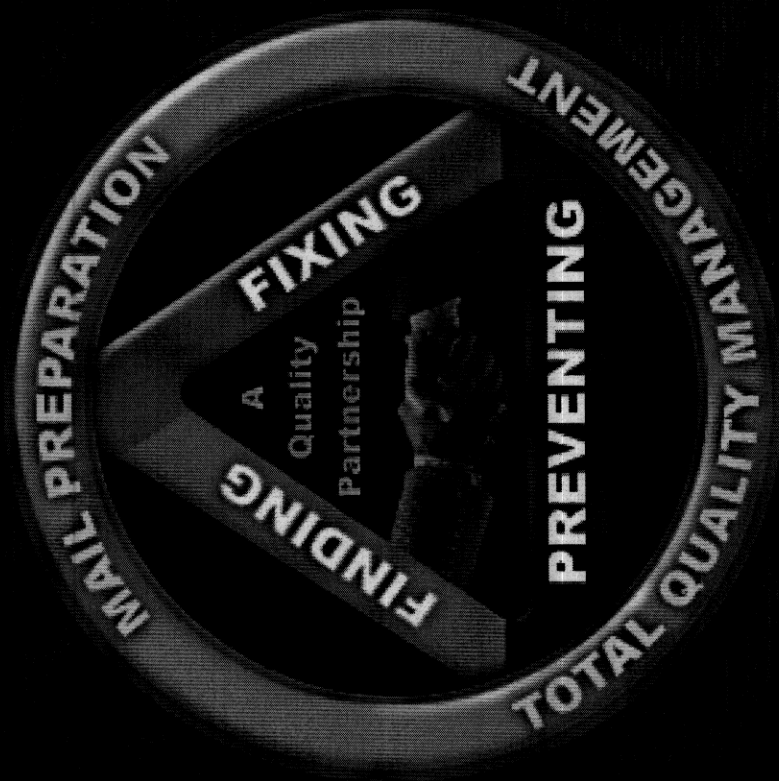
DOCKET No. MC2002-2

OCA/COS-LR-1-1



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US Postal Service





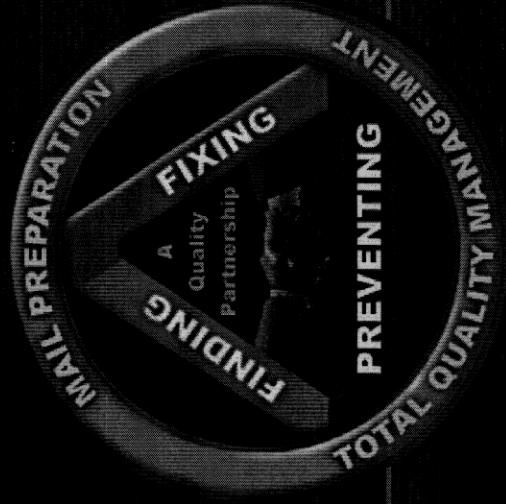
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US Postal Service

Mail Preparation Total Quality Management Program

MPTQM

"A systematic approach for
managing the quality of the
mail preparation process"



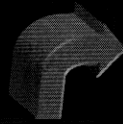


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MPTQM

How Does The Process Work?

Piece
Design



Data Prep



Printing



Inserting



Sorting

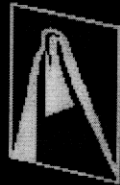


Containerizing



Presenting

Production Standards



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MPTQM

There's More

Management Standards

Results Standards





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MPTQM

Components

- Mailer Guidebook

- Standards

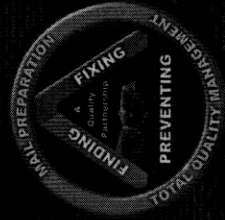
- Work Aids

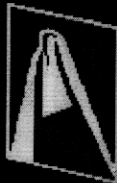
- Assurance Reviews

- Training

- Tailored Mail Verification Procedures

Prosort Service Bureau Edition





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MPTQM Standards

MPTQM Standard

1

P3. Machine operators must be able to distinguish Receiving Department QA cleared mail from non-cleared mail.

Document a process for distinguishing cleared from non-cleared mail

Incorporate the process into operational procedures





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MPTQM Standards

MPTQM Standard

Recommended Compliance method

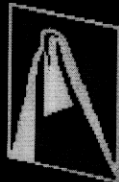
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MPTQM Standards

Weight (relative criticality) of the standard { 1 to 3 }

MPTQM Standard

Recommended Compliance method

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MPTQM

Components

• Mailer Guidebook

• Standards

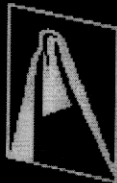
• Work Aids

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MPTQM

Assurance Review Checklist

1

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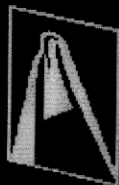
Pass/fail

Initials

AJH

Implementation is very effective
Will cite as "Best Practice"





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MPTQM

Assurance Review Worksheet

Standard	Applicability "1" if applicable "0" if not applicable	Compliance "1" for compliance "0" for noncompliance	Points	Item Score Applicability x Compliance x Points
S1			2	
S2			1	
S3			1	

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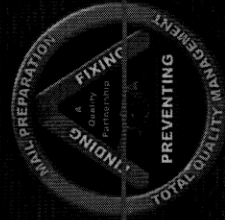
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MPTQM

Assurance Review

102

Points Earned





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MPTQM

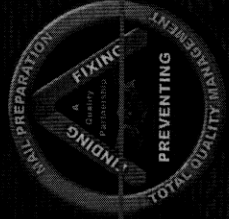
Assurance Review

102

Points Earned

107

Total Possible Points





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MPTQM

Assurance Review

102

Points Earned

107

Total Possible Points

95%

**95% Compliance
Percentage earns the
distinction of Quality
Mailing Partner**





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MPTQM

Components

- Mailer Guidebook
 - Standards
 - Work Aids
- Assurance Reviews
- Training
- Tailored Mail Verification Procedures





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MPTQM

Training Videos

- The USPS & Automation
- The Mailer
- What is MPTQM?
- Implementing MPTQM





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MPTQM

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MPTQM
SAVE

- Predictable Application
- Fewer Postage Adjustments





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MPTQM

The "Blend"

	TQM	MB	ISO
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Production Phases	✓	✓	✓
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Management Standards	✓	✓	✓
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Assurance Reviews	✓		
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MPTQM

How Long Does It Take To Implement?

- **9-12 Months**
- **Level of Commitment**
- **Do Gap Analysis**
- **Implementation Tips**





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MPTQM

Getting Started

- **Register**
- **Review Guidebook Materials**
- **Designate a Quality Assurance Technician**
- **Flowchart Your Process**
- **Identify Non-applicable Standards**
- **Perform GAP Analysis**
- **Follow the Guidebook**





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MPTQM

Becoming Certified

- **Conduct 3 Self-assessments**
- **Submit Your Program**
- **Conduct External Assurance Review**



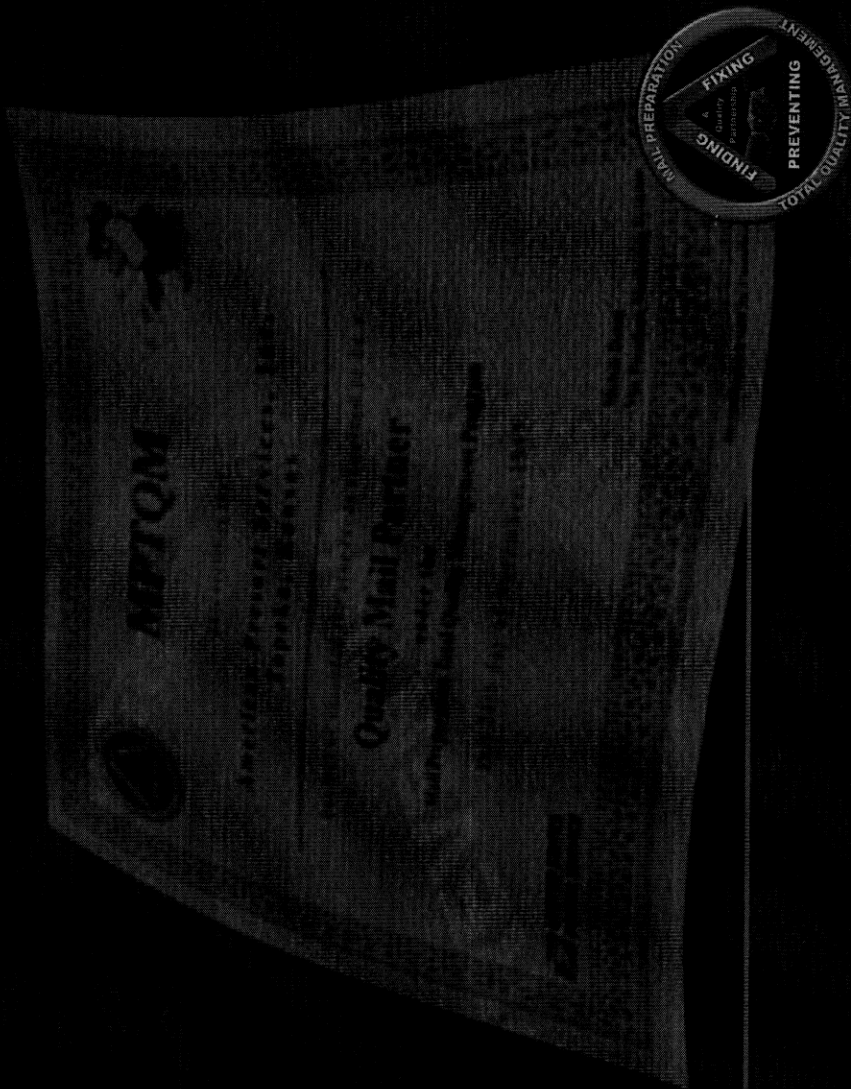


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MPTQM

Certification Granted

- Certified at 95%

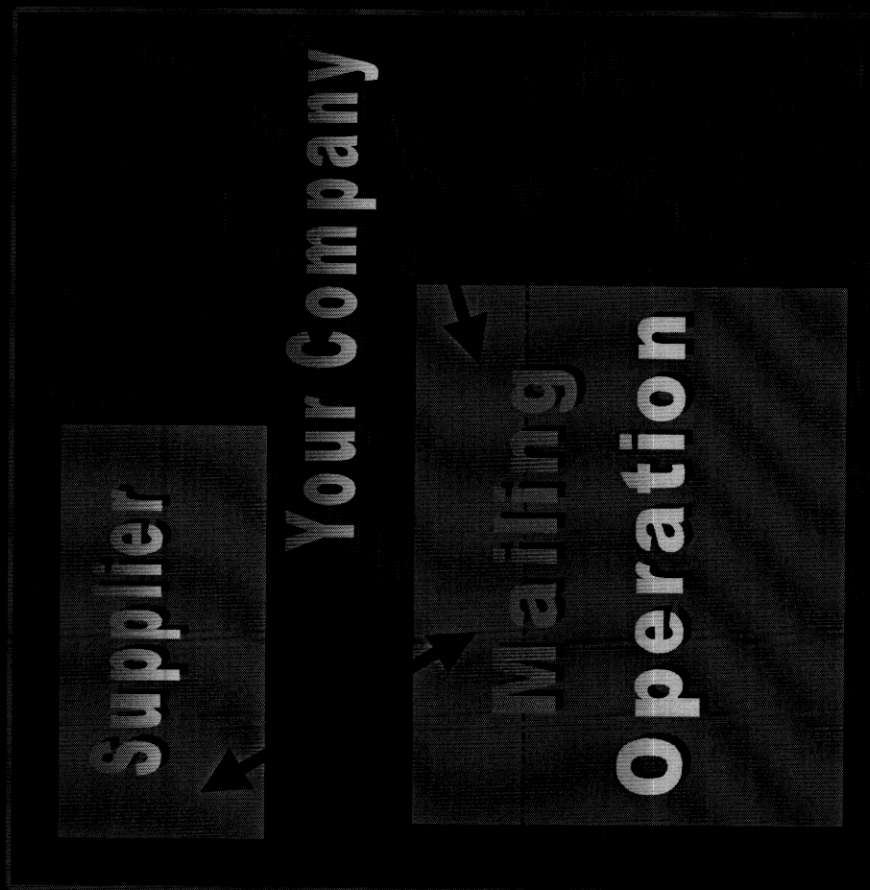




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MPTQM

What Gets Certified?



Supplier

Your Company

Mailing
Operation



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US Postal Service
MPTQM

The Bottom Line...

**“Quality Work Increases Profits and
Effectiveness While Improving
Customer Satisfaction”**



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MPTQM

Program Administrator

BUSINESS MAILER SUPPORT

MPTQM Email ...

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Internet ...

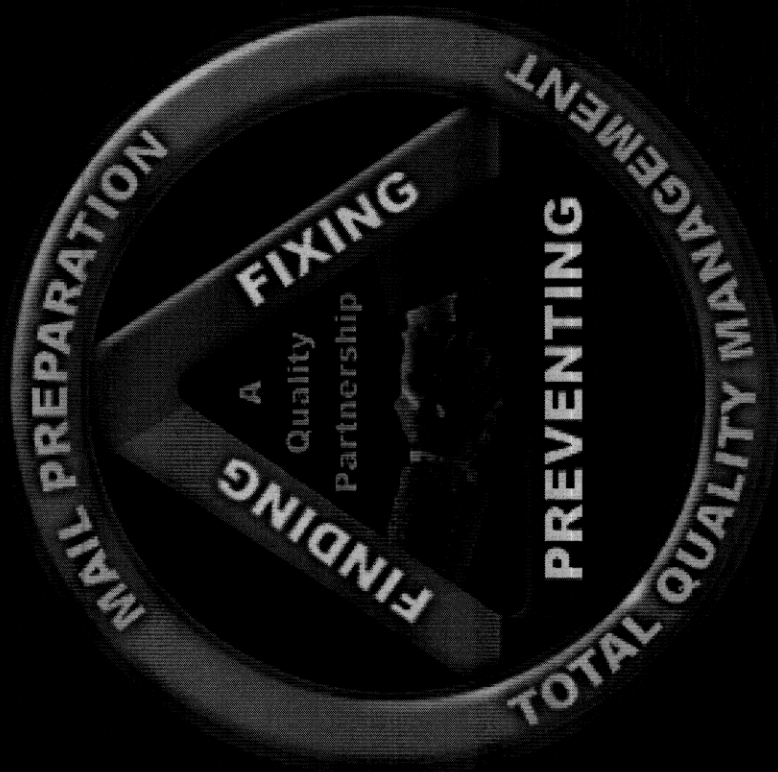
www.usps.com/mptqm

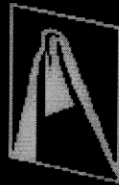


United States Postal Service



US Postal Service





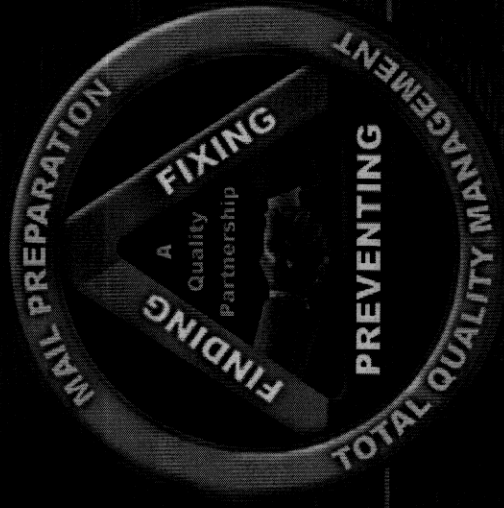
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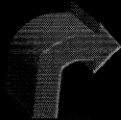
MPTQM

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**Piece
Design**



Data Prep



Printing



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Sorting



Containerizing



Presenting

**Production
Standards**



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There's More

Management Standards Results Standards





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MPTQM

Components

- Mailer Guidebook
- Standards
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• Assurance Reviews

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Post Office Service Bureau Edition





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MPTQM Standards

MPTQM Standard

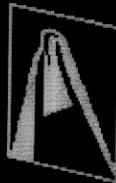
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MPTQM Standards

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Recommended Compliance method

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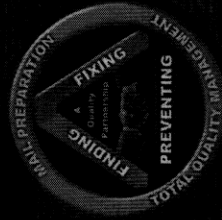
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Assurance Review Checklist

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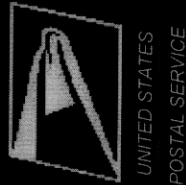
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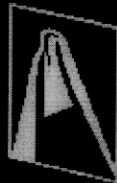
MPTQM

Assurance Review

102

Points Earned





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MPTQM

Assurance Review

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Points Earned

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Total Possible Points





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MPTQM

Assurance Review

102

Points Earned

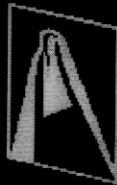
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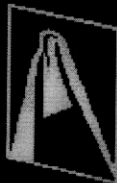
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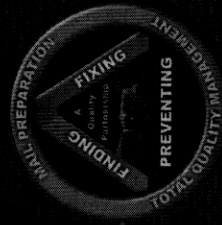


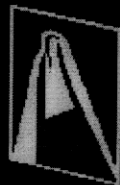


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MPTQM
SAVE

- Predictable Application
- Fewer Postage Adjustments





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The "Blend"

	TQM	MB	ISO
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Production Phases	✓	✓	✓
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Management Standards		✓	✓
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Assurance Reviews			✓
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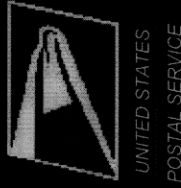
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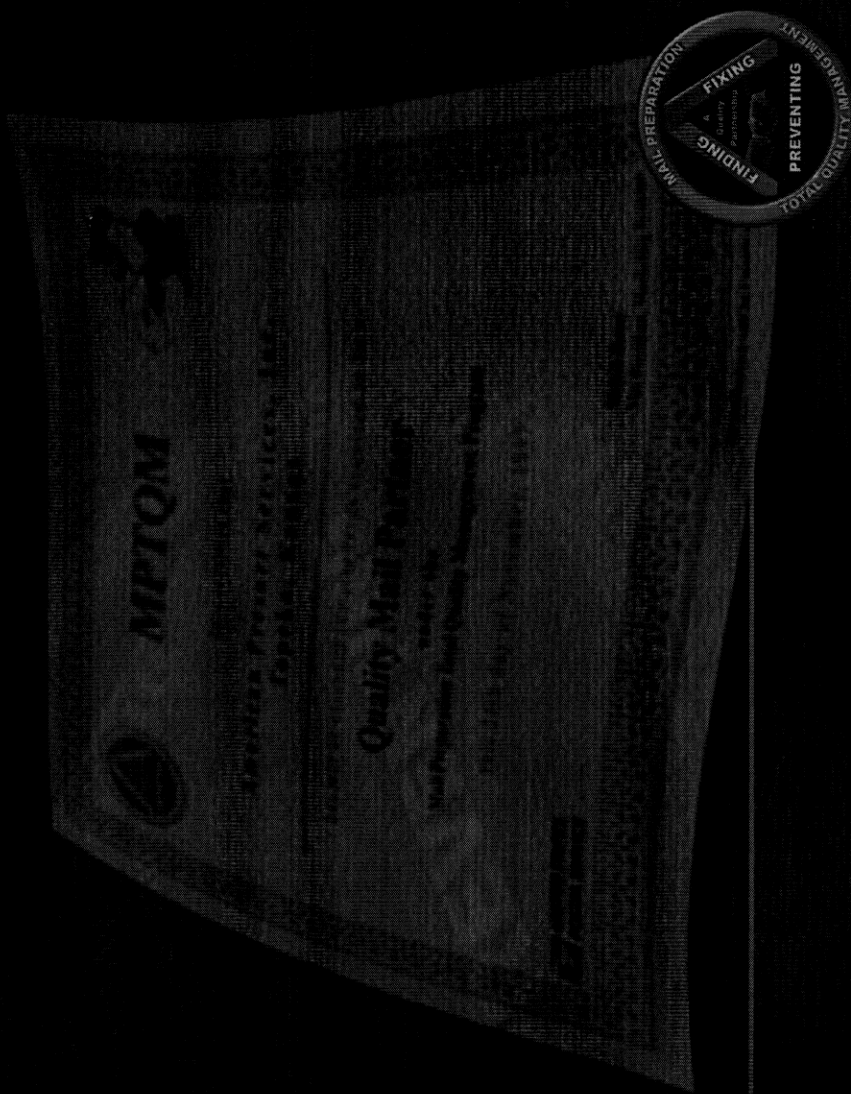


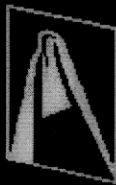
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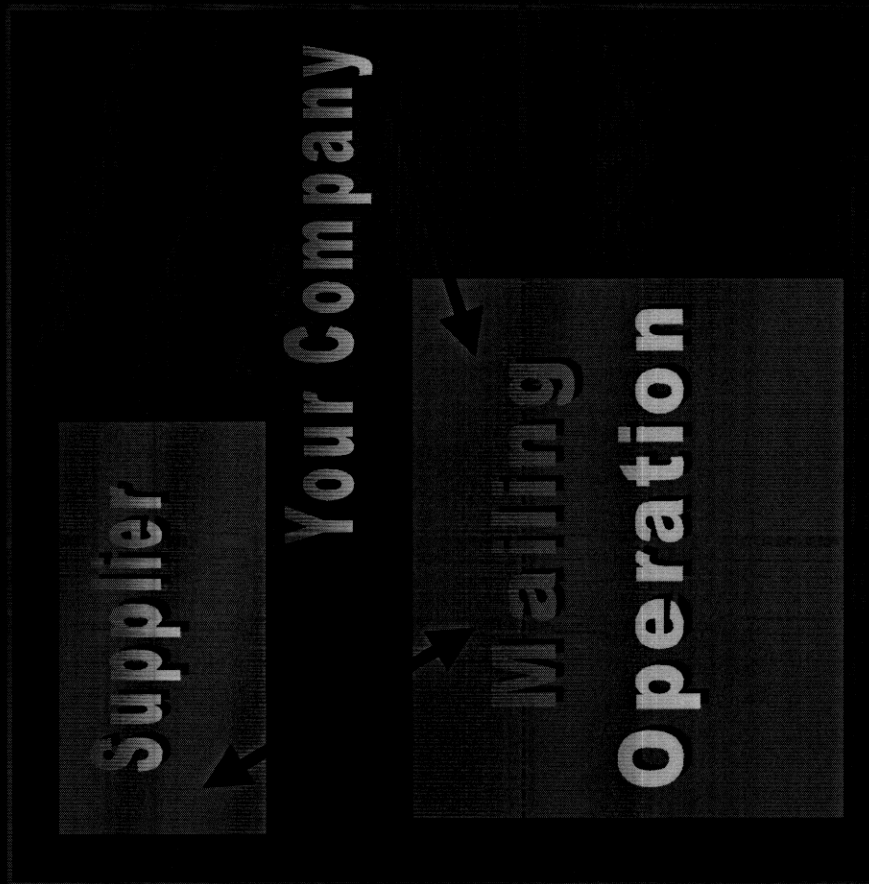




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