

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

ANNUAL COMPLIANCE REVIEW, 2014

Docket No. ACR2014

**UNITED STATES POSTAL SERVICE RESPONSE TO  
QUESTION 28 OF CHAIRMAN'S INFORMATION REQUEST NO. 13**  
(March 30, 2015)

The United States Postal Service hereby provides its response to the above-listed question of Chairman's Information Request No. 13, issued on March 2, 2015. The question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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28. The following questions relate to the FY 2015 strategic initiatives.

- a. Please provide a list of the FY 2015 strategic initiatives.
- b. Please compare the FY 2015 strategic initiatives with the FY 2014 strategic initiatives using the same table format as the FY 2014 Initiatives table. Annual Report at 73.
- c. Please refer to the FY 2015 Cross-Portfolio Key Performance Metrics provided in Postal Service Responses to CHIR No. 5, question 9. Please provide a crosswalk linking each FY 2015 strategic initiative to the corresponding FY 2015 Cross-Portfolio Key Performance Metric.

**RESPONSE:**

- a.
  - Optimize Network Operations
  - Optimize Delivery Operations
  - Transform Access
  - Optimize Facility Footprint
  - Build a World Class Package Platform
  - Modernize Delivery
  - Sales Excellence
  - Accelerate Innovation
  - International Competitiveness
  - Improve Customer Experience
  - Achieve 100% Customer and Revenue Visibility
  - Revenue Assurance
  - Greenfield Costing

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**RESPONSE TO QUESTION 28 (continued)**

- Building the Workforce of the Future
  - Building an Integrated Human Resources System
  - Leverage Technology and Data to Drive Business Value
- b. Please see attachment "ChIR13.28b."
- c. Please see attachment "ChIR13.28c."