

Docket No. PI2015-1

USPS Library Reference PI2015-1/7

PREFACE

USPS Performance Audit Plan for Proposed Service Performance Measurement System

This Category 6 Library Reference consists of a Performance Audit Plan, to be carried out by an external entity, to regularly review and audit the Postal Service's proposed internal Service Performance Measurement (SPM) system.

As detailed in the Library Reference, the Audit Plan will consist of four major tasks, performed in an iterative process, to ensure that the internal SPM system is accurate, reliable, and representative in measuring the Postal Service's service performance for Market Dominant products. Audits executed under the Audit Plan will evaluate the following phases of internal measurement: First Mile, Processing Duration, and Last Mile.