IN-OFFICE COST SYSTEM (IOCS) QUESTIONNAIRE REDESIGN PROJECT

Postal Rate Commission Briefing

March 1, 2006

IOCS REDESIGN
Introduction

- **How is IOCS used?**
- **Redesign Goals**
- **Project Milestones**
- **Extensive Testing**
- **Improvements**

Redesign Goals

- **Improve activity information**
  - **Align clerk and mail handler activity questions with MODS-based operations**
    - **Growth of 'allied labor'**
    - **New automated operations**
  - **Collect more activity information to understand operations, esp. for not-handling tallies**

Redesign Goals (cont'd)

- **Ensure consistency of readings**

  - Specific question wording provides script for phone readings

  - More use of CODES software to direct "flow" of the responses

- **Provide specific on-screen instructions for isolation and selection of mail piece or container**

  - Specific "top-piece rule" provided depending on activity and handling responses

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Redesign Goals (cont'd)

- **Improve accuracy of mailpiece information (Q23)**
  - Data collector no longer determines mail class, but rather records observable characteristics ("Key what you see")
  - "Telescoped" questionnaire design
  - Check for errors in software
  - On-screen help is available for many items

- **Obtain additional information to improve distribution of mixed mail**

- **Three beta software versions:**
  - First   – June 2003
  - Second   – November 2003
  - Third   – March 2004
- **National Training**
- **National implementation Oct 1, 2004**

- **Photocopy study demonstrated improved accuracy with each new beta version of the software**
  - Checking of beta test tallies against images of the actual mailpieces
- **Keying study showed that error rates were reduced by more than half in the redesigned software vs. "old" IOCS**
  - Keying study in "lab" conditions

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Improvements

- ## More "direct" tallies, and fewer not-handling tallies

- ## More accurate mail piece information

  - ### Mailpiece markings
  - ### Weight and shape information
  - ### Shape for both the DAL and the parent piece

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Improvements (cont'd)

- **Carrier Office vs. Street hours now closer to NWRS/TACS split**

- **Better identification of distribution operations vs "allied" and "admin" in BMCs and non-plant post offices**

- **More complete information on contents of containers**