IN-OFFICE COST SYSTEM (IOCS)
QUESTIONNAIRE REDESIGN PROJECT

Postal Rate Commission Briefing
March 1, 2006
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Introduction

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

- Three beta software versions:
  - First – June 2003
  - Second – November 2003
  - Third – March 2004

- National Training

- National implementation Oct 1, 2004
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Extensive Testing

• 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
- 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