



**npa**  
2023

**Don Flak**  
Executive Director  
Performance and Field Operations Support

**May 31, 2023**

**HQ**  
**APRIL YTD**





## Report Card Detail - APR FY2023 Year-to-date

HQ CCMO

Performance Indicator	Goal	Achieved	Cell	Allocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	Allocated	Weighted
Controllable Income	0.50	-0.91	3 x	9% =	0.2700	Annual Sales Closed % Plan	100.00	125.10	7 x	50% =	3.5000
Total Revenue % to Plan	0.00	-0.67	4 x	7% =	0.2800	CX Resolution - C360 - Successful Resolution	39.21	44.38	10		
Total Operating Expense (TOE)	0.00	1.73	3 x	7% =	0.2100	CX Resolution - BSN - Answered Clearly	98.60	99.27	8		
Functional Effectiveness HQ CCMO			7 x	40% =	2.8000	CX Resolution - CCC - IVR	52.76	58.63	6		
Market Dominant Composite	93.00	92.82	4 x	4% =	0.1600	CX Resolution - CCC - Live Agent	55.68	63.77	7		
Competitive Composite	95.75	95.68	4 x	5% =	0.2000	CX Resolution Composite	5.00	7.00	7 x	30% =	2.1000
Scanning Visibility	97.16	96.98	4 x	4% =	0.1600	MSSC OSAT Survey	90.00	92.37	6 x	20% =	1.2000
Customer Experience - Delivery	80.94	75.13	3			Functional Effectiveness HQ CCMO					7
Customer Experience - C360 Rate	40.05	41.25	5								
Customer Experience - C360 Imp	5.00	8.72	6								
Customer Experience - BSN	98.00	98.84	10								
Customer Experience - BMEU	96.29	96.98	9								
Customer Experience - POS	87.46	86.49	4								
Customer Experience - CCC	69.88	84.49	10								
Customer Experience - USPS.com	73.41	72.27	4								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	12.91	5								
Total Accidents Imp	-10.00	-1.40	1								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.85	3								
Employee Availability Imp	0.50	1.05	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	10.37	2								
Grievance - Step	1.50	0.16	9								
Grievance - Case Pending	0.00	11.63	4								
Grievance - Cost Reduction	0.00	5.72	4								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					5.21						

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.91	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.67	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.73	3 x	7% =	0.2100
Functional Effectiveness HQ CFO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.82	4 x	4% =	0.1600
Competitive Composite	95.75	95.68	4 x	5% =	0.2000
Scanning Visibility	97.16	96.98	4 x	4% =	0.1600
Customer Experience - Delivery	80.84	75.13	3		
Customer Experience - C360 Rate	40.05	41.25	5		
Customer Experience - C360 Imp	5.00	8.72	6		
Customer Experience - B5N	98.00	98.84	10		
Customer Experience - BMEU	96.29	96.98	9		
Customer Experience - POS	87.46	86.49	4		
Customer Experience - CCC	69.88	84.49	10		
Customer Experience - USPS.com	73.41	72.27	4		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.91	5		
Total Accidents Imp	-10.00	-1.40	1		
Total Accidents Avg			5 x	5.5% =	0.2750
Employee Availability Rate	92.52	90.85	3		
Employee Availability Imp	0.50	1.05	6		
Employee Availability Avg	5.00	5.00	5		
Employee Separation Rate	-6.00	10.37	2		
Grievance - Step	1.50	0.16	9		
Grievance - Case Pending	0.00	11.83	4		
Grievance - Cost Reduction	0.00	5.72	4		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.41

Report Card Detail - APR FY2023 Year-to-date

HQ CHRO

Performance Indicator	Goal	Achieved	Cell	Allocated		Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	Allocated		Weighted
				Value	Weight						Value	Weight	
Controllable Income	0.50	-0.91	3 x	9%	=	0.2700	Onboarding Achievement Rate	-15.00	-29.88	B x	25%	=	2.0000
Total Revenue % to Plan	0.00	-0.67	4 x	7%	=	0.2800	EEO Forms Per 100 Employees vs SPLY	0.95	1.05	2 x	25%	=	0.5000
Total Operating Expense (TOE)	0.00	1.73	3 x	7%	=	0.2100	Employee Utilization - CHRO	5.00	4.00	4 x	50%	=	2.0000
Functional Effectiveness HQ CHRO			5 x	40%	=	2.0000	Functional Effectiveness HQ CHRO						5
Market Dominant Composite	93.00	92.82	4 x	4%	=	0.1600							
Competitive Composite	95.75	95.68	4 x	5%	=	0.2000							
Scanning Visibility	97.16	96.98	4 x	4%	=	0.1600							
Customer Experience - Delivery	80.94	75.13	3										
Customer Experience - C360 Rate	40.05	41.25	5										
Customer Experience - C360 Imp	5.00	8.72	6										
Customer Experience - BSN	98.00	98.84	10										
Customer Experience - BMEU	96.29	96.98	9										
Customer Experience - POS	87.46	86.49	4										
Customer Experience - CCC	69.68	84.49	10										
Customer Experience - USPS.com	73.41	72.27	4										
Customer Experience Index	4.50	6.20	6 x	5.5%	=	0.3300							
Total Accidents Rate	13.25	12.91	5										
Total Accidents Imp	-10.00	-1.40	1										
Total Accidents Avg			5 x	5.5%	=	0.2750							
Employee Availability Rate	92.52	90.85	3										
Employee Availability Imp	0.50	1.05	6										
Employee Availability Avg	5.00	5.00	5										
Employee Separation Rate	-6.00	10.37	2										
Grievance - Step	1.50	0.16	9										
Grievance - Case Pending	0.00	11.63	4										
Grievance - Cost Reduction	0.00	5.72	4										
Grievance Avg	5.00	6.00	6										
Employee Utilization			4 x	13%	=	0.5200							
NPA Composite Performance Summary						4.41							

## Report Card Detail - APR FY2023 Year-to-date

HQ CIO

Performance Indicator	Goal	Achieved	Cell		Allocated		Weighted Rating
			Value		Weight		
Controllable Income	0.50	-0.91	3	x	9%	=	0.2700
Total Revenue % to Plan	0.00	-0.67	4	x	7%	=	0.2800
Total Operating Expense (TOE)	0.00	1.73	3	x	7%	=	0.2100
Functional Effectiveness HQ CIO	5	5	5	x	40%	=	2.0000
Market Dominant Composite	93.00	92.82	4	x	4%	=	0.1600
Competitive Composite	95.75	95.88	4	x	5%	=	0.2000
Scanning Visibility	97.16	96.98	4	x	4%	=	0.1600
Customer Experience - Delivery	80.84	75.13	3				
Customer Experience - C360 Rate	40.05	41.25	5				
Customer Experience - C360 Imp	5.00	8.72	6				
Customer Experience - B5N	98.00	98.84	10				
Customer Experience - BMEU	96.29	96.98	9				
Customer Experience - POS	87.46	86.49	4				
Customer Experience - CCC	69.88	84.49	10				
Customer Experience - USPS.com	73.41	72.27	4				
Customer Experience Index	4.50	6.20	6	x	5.5%	=	0.3300
Total Accidents Rate	13.25	12.91	5				
Total Accidents Imp	-10.00	-1.40	1				
Total Accidents Avg			5	x	5.5%	=	0.2750
Employee Availability Rate	92.52	90.85	3				
Employee Availability Imp	0.50	1.05	6				
Employee Availability Avg	5.00	5.00	5				
Employee Separation Rate	-6.00	10.37	2				
Grievance - Step	1.50	0.16	9				
Grievance - Case Pending	0.00	11.83	4				
Grievance - Cost Reduction	0.00	5.72	4				
Grievance Avg	5.00	6.00	6				
Employee Utilization			4	x	13%	=	0.5200
NPA Composite Performance Summary							4.41







Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.91	3 x	9%	= 0.2700	F2DPH % SPLY	0.25	1.45	5 x	50%	= 2.5000
Total Revenue % to Plan	0.00	-0.67	4 x	7%	= 0.2800	CSV/SOV Variance	95.00	94.85	4		
Total Operating Expense (TOE)	0.00	1.73	3 x	7%	= 0.2100	CSV/SOV Opportunity % SPLY	19.98	45.06	6		
Functional Effectiveness Retail and Delivery			5 x	40%	= 2.0000	CSV/SOV	5	6	6 x	30%	= 1.8000
Market Dominant Composite	93.00	92.82	4 x	4%	= 0.1600	Employee Separation Rate - R&D	-6.00	10.37	2 x	20%	= 0.4000
Competitive Composite	95.75	95.68	4 x	5%	= 0.2000	Functional Effectiveness Retail and Delivery					5
Scanning Visibility	99.30	99.14	3 x	4%	= 0.1200						
Customer Experience - Delivery	80.84	75.13	3								
Customer Experience - C360 Rate	40.05	41.25	5								
Customer Experience - C360 Imp	5.00	8.72	6								
Customer Experience - BSN	98.00	98.84	10								
Customer Experience - BMEU	96.29	96.98	9								
Customer Experience - POS	87.46	86.49	4								
Customer Experience - CCC	69.68	84.49	10								
Customer Experience - USPS.com	73.41	72.27	4								
Customer Experience Index	4.50	6.20	6 x	5.5%	= 0.3300						
Total Accidents Rate	14.25	14.38	4								
Total Accidents Imp	-10.00	0.72	0								
Total Accidents Avg			4 x	5.5%	= 0.2200						
Employee Availability Rate	92.52	90.65	3								
Employee Availability Imp	0.50	1.05	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	10.37	2								
Grievance - Step	1.50	0.16	9								
Grievance - Case Pending	0.00	11.83	4								
Grievance - Cost Reduction	0.00	5.72	4								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13%	= 0.5200						
NPA Composite Performance Summary					4.31						

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.91	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.67	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.73	3 x	7% =	0.2100
Functional Effectiveness HQ CTO			4 x	40% =	1.6000
Market Dominant Composite	93.00	92.82	4 x	4% =	0.1600
Competitive Composite	95.75	95.68	4 x	5% =	0.2000
Scanning Visibility	97.16	96.98	4 x	4% =	0.1600
Customer Experience - Delivery	80.84	75.13	3		
Customer Experience - C360 Rate	40.05	41.25	5		
Customer Experience - C360 Imp	5.00	8.72	6		
Customer Experience - BSN	98.00	98.84	10		
Customer Experience - BMEU	96.29	96.98	9		
Customer Experience - POS	87.46	86.49	4		
Customer Experience - CCC	69.68	84.49	10		
Customer Experience - USPS.com	73.41	72.27	4		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.91	5		
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Total Accidents Avg			5 x	5.5% =	0.2750
Employee Availability Rate	92.52	90.85	3		
Employee Availability Imp	0.50	1.05	6		
Employee Availability Avg	5.00	5.00	5		
Employee Separation Rate	-6.00	10.37	2		
Grievance - Step	1.50	0.16	9		
Grievance - Case Pending	0.00	11.83	4		
Grievance - Cost Reduction	0.00	5.72	4		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.01

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Total Operating Expense (TOE) - CTO	0.00	1.73	3 x	15% =	0.4500
Market Dominant Composite - CTO	93.00	92.82	4 x	25% =	1.0000
Competitive Composite - CTO	95.75	95.68	4 x	35% =	1.4000
Scanning Visibility - CTO	97.16	96.98	4 x	25% =	1.0000
Functional Effectiveness HQ CTO					4

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.91	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.67	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.73	3 x	7% =	0.2100
Functional Effectiveness Fleet			4 x	40% =	1.6000
Market Dominant Composite	93.00	92.62	4 x	4% =	0.1600
Competitive Composite	95.75	95.68	4 x	5% =	0.2000
Scanning Visibility	99.30	99.14	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.13	3		
Customer Experience - C360 Rate	40.05	41.25	5		
Customer Experience - C360 Imp	5.00	6.72	6		
Customer Experience - BSN	98.00	96.84	10		
Customer Experience - BMEU	96.29	96.98	9		
Customer Experience - POS	87.46	86.49	4		
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Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	14.25	14.38	4		
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Total Accidents Avg			4 x	5.5% =	0.2200
Employee Availability Rate	92.52	90.65	3		
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Employee Separation Rate	-6.00	10.37	2		
Grievance - Step	1.50	0.16	9		
Grievance - Case Pending	0.00	11.83	4		
Grievance - Cost Reduction	0.00	5.72	4		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					3.91

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Percent PMs Delinquent	4.00	6.31	4 x	40% =	1.6000
Vehicle Availability	97.00	97.12	5 x	40% =	2.0000
Employee Separation Rate - Fleet	-6.00	10.37	2 x	20% =	0.4000
Functional Effectiveness Fleet					4

Performance Indicator	Goal	Achieved	Cell		Allocated		Weighted Rating
			Value		Weight		
Controllable Income	0.50	-0.91	3	x	9%	=	0.2700
Total Revenue % to Plan	0.00	-0.67	4	x	7%	=	0.2800
Total Operating Expense (TOE)	0.00	1.73	3	x	7%	=	0.2100
Functional Effectiveness HQ PMG	5	5	5	x	40%	=	2.0000
Market Dominant Composite	93.00	92.82	4	x	4%	=	0.1600
Competitive Composite	95.75	95.68	4	x	5%	=	0.2000
Scanning Visibility	97.16	96.98	4	x	4%	=	0.1600
Customer Experience - Delivery	80.84	75.13	3				
Customer Experience - C360 Rate	40.05	41.25	5				
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Customer Experience - POS	87.46	86.49	4				
Customer Experience - CCC	69.88	84.49	10				
Customer Experience - USPS.com	73.41	72.27	4				
Customer Experience Index	4.50	6.20	6	x	5.5%	=	0.3300
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Employee Availability Rate	92.52	90.85	3				
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Employee Separation Rate	-6.00	10.37	2				
Grievance - Step	1.50	0.16	9				
Grievance - Case Pending	0.00	11.83	4				
Grievance - Cost Reduction	0.00	5.72	4				
Grievance Avg	5.00	6.00	6				
Employee Utilization			4	x	13%	=	0.5200
NPA Composite Performance Summary							4.41