November 23, 2022

Board Memo 032-2022: FY23 NPA-Decision to NAPS

Executive Board,

Attached is the final NPA for FY23.

Please share this information with your membership.

Thank you and be safe.

NAPS Headquarters

UNITED STATES
POSTAL SERVICE

November 23, 2022

Mr. Ivan D. Butts
President
National Association of Postal
  Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Mr. Butts:

This is in reference to my June 3 correspondence proposing establishment of the National Performance Assessment (NPA) indicators for fiscal year (FY) 2023 and invitation to be a participant on the NPA planning team.

The planning team, consisting of stakeholders from every function in the Postal Service as well as representatives from our management associations, met in several sessions throughout the summer to prepare a proposal to be presented and then approved by our Board of Governors.

We appreciate participation from NAPS in the planning of the FY23 NPA and, since NAPS represents positions from multiple functions, it helped the entire team in gaining a better perspective of how field employees respond to our NPA goals and drive success. That perspective helped us in establishing new indicators and scorecards or modifying current indicators and measure them differently.

Although NAPS provided multiple recommendations during discussions with our NPA planning team and those changes were included in our October proposal, we agreed to provide a briefing on the FY23 proposal to NAPS's Pay-for-Performance committee on October 14. Following that briefing, we received additional recommendations provided by you on behalf of that committee on October 31. The Postal Service, following consideration of those recommendations, has reached its decision on the FY23 NPA pursuant to Title 39 § 1004.

Attached are the FY23 NPA indicators and definitions, targets, thresholds, and scorecards. Also attached is a response to your October 31 recommendations. Thank you for NAPS's participation in the establishment of the FY23 NPA and we look forward to meeting with you, as requested by your organization, to discuss NPA performance throughout the year.

Sincerely,

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosures

NAPS Executive Board PFP Committee
FY2023 USPS NPA Recommendations

NAPS Recommendation

In FY2022, the USPS made a National Performance Assessment (NPA) modification to the HQ CDRO CSV indicator where the USPS will use the better of the CSV improvement factor or the CSV raw score indicator in the respective scorecard calculation.

For the FY2023 NPA Functional Effectiveness for **HQ CRDO and Field Retail and Delivery**, Station or Branch (MCS/SCS) – PCES & 26 Level offices scorecards only, NAPS recommends the USPS use the better of the Unit Finance # or Lead Finance # for the respective Functional Effectiveness indicators listed below.

HQ CRDO and Field Retail and Delivery - Depth
F2DPH % SPLY: Unit or Lead Finance # score, use whichever is greater.
CSV/SOV Opportunity % SPLY: Unit or Lead Finance # score, use whichever is greater.

Response: This recommendation is not adopted. The FY22 CSV/SOV indicator was a 2-part indicator. It did not select different sets of data or, in other words, the better of the data. It measured efficiency of the CSV/SOV indicator and measured CSV/SOV Opportunity % SPLY and was an improvement indicator. Similar to other 2-part indicators that we have utilized in the past, the second part of the indicator can help you if performance with the indicator is improved.

Our NPA system cannot be designed to allow for selecting performance under different depths such as at the greater of the unit or finance number level. Also, the targets and thresholds are established based on performance for the prior year and at a certain depth and this would require us to establish two sets of targets and thresholds per indicator depth and it could not be administered fairly.

Explain the changes and reasons for such changes in FY2023 NPA Functional Effectiveness sub-indicators for **HQ CPDO and Region/Division Processing (10b)** between September 7, 2022, and October 5, 2022, **for the** NPA scorecard for **HQ CPDO Division Processing**, NAPS recommends the USPS use the better of the Lead Plant Finance # or Division score for the respective Functional Effectiveness sub-indicators listed below.

HQ CPDO and Region/Division Processing – Depth as of 10/5/22
Operating Plan Precision
Service Index
Four Walls Service Index
Competitive Composite Service
Efficiency Index % SPLY
Employee Separation Rate

HQ CPDO and Region/Division Processing – Depth as of 9/7/22
Operating Plan Precision
Efficiency Index % SPLY
Four Walls Service Index
Four Wall Service
Division Service
Employee Separation Rate

Response: This recommendation is not adopted and for the same reasons stated in the previous recommendation. Also, there was no material change to this indicator. As this was a new metric, there were multiple working names utilized. The differences you pointed out, were just that, different terminology for the same metrics. The Service Index will include two portions, Four Wall Service and Division Service. Although multiple terminology variations were shown, it has settled at just two parts of the index. No changes to depths were made.

NAPS Recommendation

Meet quarterly with Don Flak and NAPS PFP Executive Board Committee on National Performance Assessment (NPA) updates and concerns.

Response: Adopted.

NAPS Recommendation

When sending NPA documents, the Postal Service will notify NAPS Headquarters of any specific changes in said documents.

Response: Adopted

NAPS Recommendation

Per month, in an EXCEL format YTD NPA score and respective cell for NPA Indicators 1, 2, 4 and 5 by each respective USPS District, Region and Division.

Response: The information requested by NAPS may not be available at the requested depth. For example, Controllable Income is only measured at the national level. Year to Date NPA scores can be provided monthly for the respective district, region, and division and we can provide data on the requested indicators, if available. We are interested in discussing this further and recommend doing so once the first month of NPA data is available to determine what can be provided and suitable to NAPS.

NAPS Recommendation

USPS track the Employee Separation Indicator without retirements factored into the score and share those scores with NAPS HQ on a monthly basis so we can see what the impacts are.

Response: We have decided, based on this recommendation, to eliminate the retirement element from the Employee Separation Rate indicator. The target and thresholds will be unchanged.

NAPS Recommendation
That the USPS maintain a consistent and balanced methodology for establishing Cell 1 and Cell 10 goals. (i.e., 5% from bottom and 5% from top or 10% from bottom and 10% top).

Response: The methodology that is currently utilized is a consistent and balanced methodology. It drives continuous improvement while also recognizing current process capability. It is applied consistently across all indicators.

It is important to understand and remember the scaling is a starting point. Allocating percentages to cells is based on prior years performance. While the method currently starts 10% in a cell 0 and only 1-3% in a cell 10, it is anticipated performance will improve throughout the fiscal year and those percentages per cell will decrease in the lower cells and increase in the higher cells. This occurred in FY 22 (the first year this method was fully implemented) and is expected to continue in future years. The preliminary data indicates just 6.17% of all scores finished in a cell 0 while 9.91% finished in a cell 10. Expanding a bit, 24.8% of all scores finished in cells 0-4 (4 cells) while 24.6% of all scores finished in cells 8-10 (3 cells). That is about as balanced as one could hope for.

As previously stated, the methodology is consistent from metric to metric. It is balanced in that it protects the necessary business objectives while maintaining attainability for the employee.

FY2023 INDICATORS - TARGETS & THRESHOLDS

AS OF 11/23/2022

#	FY2023 NPA INDICATORS	1	2	3	4	FY2023 Target 5	6	7	8	9	10
1	Controllable Income	-3.01	-2.13	-1.26	-0.38	0.50	1.57	2.64	3.70	4.77	5.84
2	Total Revenue FPR % Plan	-4.35	-3.26	-2.18	-1.09	0.00	1.32	2.64	3.96	5.28	6.60
3 *	Total Operating Expense (TOE) % Plan	4.15	3.11	2.08	1.04	0.00	-1.26	-2.52	-3.78	-5.04	-6.30
	Total Workhours % Plan	10.00	7.50	5.00	2.50	0.00	-3.90	-7.80	-11.70	-15.60	-19.50
4	Market Dominant Composite	89.05	90.04	91.03	92.01	93.00	93.40	93.80	94.20	94.60	95.00
5	Competitive Composite - National & Retail and Delivery	93.00	93.69	94.38	95.06	95.75	96.00	96.25	96.50	96.75	97.00
	Competitive Composite - Processing & Logistics	88.00	88.88	89.75	90.63	91.50	92.20	92.90	93.60	94.30	95.00
	Scanning Visibility - National	96.00	96.29	96.58	96.87	97.16	97.37	97.58	97.78	97.99	98.20
6	Scanning Visibility - Retail and Delivery	98.80	98.93	99.05	99.18	99.30	99.41	99.52	99.63	99.74	99.85
	Scanning Visibility - Processing and Maintenance	90.25	91.00	91.75	92.50	93.25	94.37	95.49	96.61	97.73	98.85
	Scanning Visibility - Logistics	87.00	88.25	89.50	90.75	92.00	93.40	94.80	96.20	97.60	99.00
	Customer Experience - Delivery	65.52	69.38	73.23	77.09	80.94	81.24	81.53	81.83	82.12	82.42
	Customer Experience - C360 Rate	31.00	33.26	35.53	37.79	40.05	43.04	46.03	49.02	52.01	55.00
	Customer Experience - C360 Imp	0.00	1.25	2.50	3.75	5.00	8.00	11.00	14.00	17.00	20.00
7	Customer Experience - BSN	97.25	97.44	97.63	97.81	98.00	98.14	98.29	98.43	98.58	98.72
	Customer Experience - BMEU	95.72	95.86	96.01	96.15	96.29	96.43	96.57	96.71	96.85	96.99
	Customer Experience - POS	81.37	82.89	84.42	85.94	87.46	88.50	89.54	90.57	91.61	92.65
	Customer Experience - CCC	50.00	54.97	59.94	64.91	69.88	70.90	71.93	72.95	73.98	75.00
	Customer Experience - USPS.com	60.00	63.35	66.71	70.06	73.41	74.73	76.05	77.36	78.68	80.00
8	Total Accidents Rate - National	16.75	15.88	15.00	14.13	13.25	12.80	12.35	11.90	11.45	11.00
	Total Accidents Rate - Retail & Delivery and Logistics	18.25	17.25	16.25	15.25	14.25	12.30	10.35	8.40	6.45	4.50
	Total Accidents Rate - Processing & Maintenance	11.00	10.13	9.25	8.38	7.50	6.60	5.70	4.80	3.90	3.00
	Total Accidents Imp	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
	Employee Utilization										
	Employee Availability Rate	88.78	89.72	90.65	91.59	92.52	93.22	93.92	94.62	95.32	96.02
	Employee Availability Imp	-2.50	-1.75	-1.00	-0.25	0.50	0.90	1.30	1.70	2.10	2.50
9	Employee Separation Rate	22.50	15.38	8.25	1.13	-6.00	-14.40	-22.80	-31.20	-39.60	-48.00
	Grievance - Step 2 + A	35.00	26.63	18.25	9.88	1.50	1.20	0.90	0.60	0.60	0.00
	Grievance - Step 3 + B	2.00	1.88	1.75	1.63	1.50	1.20	0.90	0.60	0.30	0.00
	Grievance - Case Pending	50.00	37.50	25.00	12.50	0.00	-10.00	-20.00	-30.00	-40.00	-50.00
	Grievance - Cost Reduction	55.00	41.25	27.50	13.75	0.00	-11.00	-22.00	-33.00	-44.00	-55.00
10	Functional Effectiveness								Targets & Thresholds Vary - See below		
*	Total Workhours % plan used for Post Office 18 and below										

FY2023 INDICATORS - TARGETS & THRESHOLDS

	FY2023 NPA INDICATORS	1	2	3	4	FY2023 Target 5	6	7	8	9	10
	Functional Effectiveness - Logistics										
10a	Surface Transportation Trip Utilization	43.00	45.06	47.13	49.19	51.25	55.00	58.75	62.50	66.25	70.00
	Air Network Matrix Utilization	88.80	90.39	91.98	93.56	95.15	96.12	97.09	98.06	99.03	100.00
	Bypass Utilization	39.27	45.95	52.64	59.32	66.00	72.80	79.60	86.40	93.20	100.00
	Trips on Time	66.20	70.90	75.60	80.30	85.00	87.40	89.80	92.20	94.60	97.00
	Employee Separation Rate					*Targets are all the same as #9 above*					
	Functional Effectiveness - Plant STC										
10b	Surface Transportation Trip Utilization					*Targets are all the same as #10a above*					
	Trips on Time					*Targets are all the same as #10a above*					
	Functional Effectiveness - Processing and Maintenance										
10c	Operating Plan Precision	57.50	62.88	68.25	73.63	79.00	82.90	86.80	90.70	94.60	98.50
	Efficiency Index % SPLY	-16.24	-12.18	-8.12	-4.06	0.00	1.90	3.80	5.70	7.60	9.50
	Four Walls Service	95.75	96.31	96.88	97.44	98.00	98.30	98.60	98.90	99.20	99.50
	Division Performance	95.25	95.56	95.88	96.19	96.50	96.85	97.20	97.55	97.90	98.25
	Employee Separation Rate					*Targets are all the same as #9 above*					
	Functional Effectiveness - Retail and Delivery										
10d	F2DPH % SPLY	-5.00	-3.69	-2.38	-1.06	0.25	3.20	6.15	9.10	12.05	15.00
	CSV/SOV Variance	77.50	81.88	86.25	90.63	95.00	103.00	111.00	119.00	127.00	135.00
	CSV/SOV Opportunity % SPLY	-99.99	-70.00	-40.01	-10.01	19.98	35.98	51.98	67.99	83.99	99.99
	Employee Separation Rate					*Targets are all the same as #9 above*					
	Functional Effectiveness - Fleet Management										
10e	Percent PMs Delinquent	22.50	17.88	13.25	8.63	4.00	3.20	2.40	1.60	0.80	0.00
	Vehicle Availability	93.50	94.38	95.25	96.13	97.00	97.55	98.10	98.65	99.20	99.75
	Employee Separation Rate					*Targets are all the same as #9 above*					

FY2023 INDICATORS - TARGETS & THRESHOLDS

AS OF 11/23/2022

	FY2023 NPA INDICATORS	1	2	3	4	FY2023 Target 5	6	7	8	9	10
	Functional Effectiveness - ISC										
10f	CBP ISC Intercept	80.00	83.75	87.50	91.25	95.00	95.60	96.20	96.80	97.40	98.00
	Efficiency Index % SPLY					Targets are all the same as #10c above					
	Trips on Time					Targets are all the same as #10b above					
	Functional Effectiveness - REC										
10g	REC Site Keyer Effectiveness - IPKH	880.00	882.75	885.50	888.25	891.00	893.80	896.60	899.40	902.20	905.00
	REC Site Keyer Effectiveness - Keyer Efficiency	85.20	85.37	85.55	85.72	85.89	86.06	86.23	86.41	86.58	86.75
	Functional Effectiveness - HQ CHRO										
10h	EEO Formals Per 100 Employees vs SPLY	1.11	1.07	1.03	0.99	0.95	0.76	0.57	0.38	0.19	0.00
	Onboarding Achievement Rate	1.00	-3.00	-7.00	-11.00	-15.00	-19.00	-23.00	-27.00	-31.00	-35.00
	Employee Separation Rate					Targets are all the same as #9 above					
	Functional Effectiveness - HQ CTO										
10i	Scanning Visibility - National	96.00	96.29	96.58	96.87	97.16	97.37	97.58	97.78	97.99	98.20
	Total Operating Expense (TOE) % Plan					Targets are all the same as #3 above					
	Market Dominant Composite					Targets are all the same as #4 above					
	Competitive Composite - National & Retail and Delivery	93.00	93.69	94.38	95.06	95.75	96.00	96.25	96.50	96.75	97.00
	Functional Effectiveness - HQ CCBSO										
10j	Shipping and Package Services Rev % Plan	-4.00	-3.00	-2.00	-1.00	0.00	1.50	3.00	4.50	6.00	7.50
	Shipping and Package Services Vol % Plan	-4.00	-3.00	-2.00	-1.00	0.00	1.50	3.00	4.50	6.00	7.50
	Functional Effectiveness - HQ CCMO										
	Annual Sales Closed % Plan	85.00	88.75	92.50	96.25	100.00	108.50	117.00	125.50	134.00	142.50
	CX Resolution - C360 - Successful Resolution	18.80	23.90	29.01	34.11	39.21	39.93	40.64	41.36	42.07	42.79
10k	CX Resolution - BSN - Answered Clearly	97.67	97.90	98.14	98.37	98.60	98.80	99.00	99.20	99.40	99.60
	CX Resolution - CCC - IVR	37.73	41.49	45.25	49.00	52.76	55.75	58.75	61.74	64.74	67.73
	CX Resolution - CCC - Live Agent	40.66	44.42	48.18	51.93	55.69	58.68	61.68	64.67	67.67	70.66
	MSSC OSAT Survey	85.00	86.25	87.50	88.75	90.00	91.60	93.20	94.80	96.40	98.00
	Functional Effectiveness - HQ GC										
10l	Law Department Client Survey	4	4	5	5	5	5	5	5	5	5
	National Average Payout	4857	4635	4413	4190	3968	3796	3625	3453	3282	3110
	Process FOIA Requests Timely	90.00	91.25	92.50	93.75	95.00	95.60	96.20	96.80	97.40	98.00
	Functional Effectiveness - HQ CIO										
10m	Average of all FE scores, weighted by employee count										
	Functional Effectiveness - HQ CFO										
10n	Average of all FE scores, weighted by employee count										
	Functional Effectiveness - HQ PMG										
10o	Average of all FE scores, weighted by employee count										
	Functional Effectiveness - Inspection Service										
10p	Average of all FE scores, weighted by employee count										

	All Scorecards	Area Retail and Delivery		District Retail and Delivery		MPOO		Post Office 22 or above		Post Office 21-20		Post Office 18 or below		Stations or Branch (MCS/SCS) PCES & 26		HQ Fleet Management		Region Fleet Management		Territory Fleet Management		Facility Fleet Management		Region Logistics		Region Processing and Maintenance		Division Logistics		Division Processing and Maintenance		ISC Processing	
Indicators	Weight	Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth		Depth	
1 Controllable Income	9.0%	Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation	
2 Total Revenue FPR % Plan	7.0%	Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation	
3 Total Operating Expense (TOE) % Plan	7.0%	Area		District		MPOO		LF		LF		LF		LF		Nation		Nation		Nation		LF		Region		Region		Division		Division		LF	
Total Workhours % Plan												LF																					
4 Market Dominant Composite	4.0%	Area		District		District		District		District		District		District		Nation		Nation		Nation		Nation		Region		Region		Division		Division		Nation	
5 Competitive Composite	5.0%	Area		District		District		District		District		District		District		Nation		Nation		Nation		Nation		Region		Region		Division		Division		Nation-P&L	
6 Scanning Visibility	4.0%	Area		District		MPOO		LF		LF		LF		FN		Nation - R&D		Nation		Nation		Nation		Region		Region		Division		Division		Nation - L or Nation - P	
7 Customer Experience Index	5.5%	Area		District		MPOO		MPOO		MPOO		MPOO		MPOO		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation		Nation	
8 Total Accidents	5.5%	Area		District		MPOO		LF		MPOO		MPOO		LF		Nation - FM		Nation		Nation		Nation		Region		Region		Division		Division		LF	
9 * Employee Utilization	13.0%	Area		District		District		District		District		District		District		Nation		Nation		Nation		Nation		Region / Nation		Region		Division / Nation		Division		Nation	
10 ** Functional Effectiveness	40.0%	Area		District		MPOO/Dist		LF/District		LF/District		LF/District		LF/District		Nation		Region		Region / Territory		Region / LF		Region		Region		Division		Division		LF	
	100%																																

* Internal makeup of this indicator will vary per scorecard. See below under Functional Effectiveness indicators

** Internal makeup of this indicator is below.

*** See Scanning Visibility indicator information sheet for more on "campus" methodology

Indicators	REC Depth	Plant Processing and Maintenance Depth	Plant and ISC Logistics Depth	Plant STC Depth	HQ CLO Depth	HQ CPDO Depth	HQ CBDO Depth	HQ CHRO Depth	HQ CTO Depth	HQ CCBSO Depth	HQ CCMO Depth	HQ CIO Depth	HQ GC Depth	HQ PMG Depth	HQ CFO Depth	Inspection Service Depth
1 Controllable Income	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
2 Total Revenue FPR % Plan	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
3 Total Operating Expense (TOE) % Plan	LF	LF	LF	LF	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
Total Workhours % Plan																
4 Market Dominant Composite	Nation	Division	Division	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
5 Competitive Composite	Nation	Division	Division	Nation-P&L	Nation-P&L	Nation-P&L	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
6 Scanning Visibility	Nation	LF / Campus ***	LF / Campus ***	LF / Campus ***	Nation - L	Nation - P	Nation - R&D	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
7 Customer Experience Index	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
8 Total Accidents	LF	LF	LF	LF	Nation - L	Nation - P	Nation - R&D	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
9 * Employee Utilization	Nation	Division	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
10 ** Functional Effectiveness	LF	LF	LF	LF	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation

* Internal makeup of this indicator will vary per scorecard. See below under...

** Internal makeup of this indicator is below.

*** See Scanning Visibility Indicator information sheet for more on "camps.

SCORECARDS	Weight	Area Retail and Delivery	District Retail and Delivery	MPOO	Post Office 22 or above	Post Office 21-20	Post Office 18 or below	Stations or Branch (MCs/SCs)- PCES & 26	HQ Fleet Management	Region Fleet Management	Territory Fleet Management	Facility Fleet Management	Region Logistics	Region Processing and Maintenance	Division Logistics	Division Processing and Maintenance	ISC Processing
		Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth
9 Employee Utilization Indicator	100%																
Employee Utilization	100%																
Employee Availability Avg	40%	Area	District	MPOO	LF	LF	MPOO	LF	Nation	Nation	Nation	Nation	Region	Region	Division	Division	LF
Employee Separation Rate	30%	Area	District	District	District	District	District	District	Nation	Nation	Nation	Nation	Region	Region	Division	Division	Nation
Grievance Index	30%	Area	District	District	District	District	District	District	Nation	Nation	Nation	Nation	Region	Region	Division	Division	Nation
10 Functional Effectiveness Indicators	100%																
10a Logistics	100%																
Surface Transportation Trip Utilization	25%												Region		Division		
Air Network Utilization	35%												Region		Division		
Trips on Time	25%												Region		Division		
Employee Separation Rate	15%												Region		Division		
10b Plant STC	100%																
Surface Transportation Trip Utilization	47%																
Trips on Time	53%																
10c Processing and Maintenance	100%																
Operating Plan Precision	25%													Region		Division	
Efficiency Index % SPLY	25%													Region		Division	
Processing Index	40%													Region		Division	
Employee Separation Rate	10%													Region		Division	
10d Retail and Delivery	100%																
F2DPH % SPLY	50%	Area	District	MPOO	LF	LF	LF	LF									
CSV/SOV	30%	Area	District	MPOO	LF	LF	LF	LF									
Employee Separation Rate	20%	Area	District	District	District	District	District	District									
10e Fleet Management	100%																
Percent PMs Delinquent	45%								Nation	Region	Territory	LF					
Vehicle Availability	45%								Nation	Region	Territory	LF					
Employee Separation Rate	10%								Nation	Region	Region	Region					
10f ISC Processing	100%																
CBP ISC Intercept	50%																LF
Efficiency Index % SPLY	30%																LF
Trips on Time	20%																LF
10g REC	100%																
REC Site Keyer Effectiveness - IPKH	50%																
REC Site Keyer Effectiveness - Keyer Efficiency	50%																
10h HQ CHRO	100%																
Onboarding Achievement Rate	25%																
EEO Formals Per 100 Employees vs SPLY	25%																
Employee Utilization	50%																
10i HQ CTO	100%																
Total Operating Expense (TOE) % Plan	15%																
Market Dominant Composite	25%																
Competitive Composite	35%																
Scanning Visibility	25%																
10j HQ CCBSO	100%																
Shipping and Package Services Rev % Plan	40%																
Shipping and Package Services Vol % Plan	40%																
Average of all FE scores, weighted by employee count	20%																
10k HQ CCMO	100%																
Annual Sales Closed % Plan	50%																
CX Resolution Composite	30%																
MSSC OSAT Survey	20%																
10l HQ GC	100%																
Law Department Client Survey	50%																
National Average Payout	30%																
Process FOIA Requests Timely	20%																
10m HQ CIO	100%																
Average of all FE scores, weighted by employee count	100%																
10n HQ CFO	100%																
Average of all FE scores, weighted by employee count	100%																
10o HQ PMG	100%																
Average of all FE scores, weighted by employee count	100%																
10p Inspection Service	100%																
Average of all FE scores, weighted by employee count	100%																

REC	Plant Processing and Maintenance	Plant and ISC Logistics	Plant STC	HQ CLO	HQ CPDO	HQ CRDO	HQ CHRO	HQ CTO	HQ CCBSO	HQ CCMO	HQ CIO	HQ GC	HQ PMG	HQ CFO	Inspection Service
Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth	Depth
LF	LF	LF	LF	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
Nation	Division	Division	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
Nation	Division	Division	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation	Nation
		LF		Nation											
		Division		Nation											
		LF		Nation											
		Division		Nation											
	LF		LF		Nation										
	LF		LF		Nation										
	LF/Division				Nation										
	Division				Nation										
						Nation									
						Nation									
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														Nation	
															Nation

FY23 - Competitive Composite

CC - National & Retail and Delivery

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
88.00	88.88	89.75	90.63	91.50	92.20	92.90	93.60	94.30	95.00

CC - Processing and Logistics

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
93.00	93.69	94.38	95.06	95.75	96.00	96.25	96.50	96.75	97.00

Description

Competitive Composite Rate (all packages except for those classes included in the Market Dominant Composite) will be measured using a composite score of all classes, shapes and service standards. To accomplish this, performance scores will be calculated by (the total all on-time pieces for all classes, shape and services standards) divided by (the total pieces in measurement for all classes, shape and services standards) - no weighting is applied. Note - returns products are excluded. Processing and Logistics does not include DDU entered Parcel Select.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	EDW - Product Performance Reporting
Indicator Value	–	Rate = % On-Time
Business Rule	–	Rate = NPA_Candidate_On_Time_Pieces / NPA_Candidate_Pieces ×100
Decimal Precision	–	Two Decimals

Data Validation

EDW: Product Performance Reporting -->Shared Reports --> Shared User Folder --> *Headquarters --> NPA Prompted Reports --> Service Performance YTD

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CRDO	Nation	5.0%	5.0%
Area Retail and Delivery	Area	5.0%	5.0%
District Retail and Delivery	District	5.0%	5.0%
MPOO	District	5.0%	5.0%
Post Office 22 or above	District	5.0%	5.0%
Post Office 21-20	District	5.0%	5.0%
Post Office 18 or below	District	5.0%	5.0%
Stations or Branch (MCS/SCS) - PCES & 26	District	5.0%	5.0%
HQ Fleet Management	Nation	5.0%	5.0%
Region Fleet Management	Region	5.0%	5.0%
Territory Fleet Management	Region	5.0%	5.0%
Facility Fleet Management	Region	5.0%	5.0%
HQ CPDO	Nation-P&L	5.0%	5.0%
Region Processing and Maintenance	Region	5.0%	5.0%
Division Processing and Maintenance	Division	5.0%	5.0%
Plant Processing and Maintenance	Division	5.0%	5.0%
ISC Processing	Nation-P&L	5.0%	5.0%
HQ CLO	Nation-P&L	5.0%	5.0%
Region Logistics	Region	5.0%	5.0%
Division Logistics	Division	5.0%	5.0%
Plant and ISC Logistics	Division	5.0%	5.0%
Plant STC	Nation-P&L	5.0%	5.0%
REC	Nation	5.0%	5.0%
HQ PMG	Nation	5.0%	5.0%
HQ CHRO	Nation	5.0%	5.0%
HQ CCBSO	Nation	5.0%	5.0%
HQ CCMO	Nation	5.0%	5.0%
HQ CFO	Nation	5.0%	5.0%
HQ CIO	Nation	5.0%	5.0%
HQ CTO	Nation	5.0%	5.0%
HQ GC	Nation	5.0%	5.0%
Inspection Service	Nation	5.0%	5.0%

FY23 - Controllable Income

Controllable Income   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-3.01	-2.13	-1.26	-0.38	0.50	1.57	2.64	3.70	4.77	5.84

Description
Controllable Income is a measure of overall profitability for the Postal Service in Billions($). The year-to-date calculation excludes interest expense and all non-cash expenses.

Measurement Period
This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	Preliminary income statement provided by Accounting to Manager, Finance (Operations).
Indicator Value	–	(YTD Controllable Income Variance + Forecast to make plan for the remainder of the year) in Billions($)
Business Rule	–	**Controllable Income =** National FY YTD Plan Total Revenue FPR - (National FY YTD Total Expenses - All Non Cash Expenses) + National Full Year Plan Controllable Income **All Non Cash Expenses** includes Workers Comp Fair Value, Works Comp other Non Cash expenses, RHB Amortization, FERS Amortization and CSRS Amortization
Practical Business Rule	–	From Income Statement ($ in millions): YTD Plan VAR for 'Non-GAAP Controllable Income (Loss)' and add the forecast to make plan for remainder of plan (**$500M for FY23**) / 1000 (to convert to billions)
Decimal Precision	–	Two Decimals

Data Validation
Data is validated by Finance.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CRDO	Nation	9.0%	9.0%
Area Retail and Delivery	Nation	9.0%	9.0%
District Retail and Delivery	Nation	9.0%	9.0%
MPOO	Nation	9.0%	9.0%
Post Office 22 or above	Nation	9.0%	9.0%
Post Office 21-20	Nation	9.0%	9.0%
Post Office 18 or below	Nation	9.0%	9.0%
Stations or Branch (MCS/SCS) - PCES & 26	Nation	9.0%	9.0%
HQ Fleet Management	Nation	9.0%	9.0%
Region Fleet Management	Nation	9.0%	9.0%
Territory Fleet Management	Nation	9.0%	9.0%
Facility Fleet Management	Nation	9.0%	9.0%
HQ CPDO	Nation	9.0%	9.0%
Region Processing and Maintenance	Nation	9.0%	9.0%
Division Processing and Maintenance	Nation	9.0%	9.0%
Plant Processing and Maintenance	Nation	9.0%	9.0%
ISC Processing	Nation	9.0%	9.0%
HQ CLO	Nation	9.0%	9.0%
Region Logistics	Nation	9.0%	9.0%
Division Logistics	Nation	9.0%	9.0%
Plant and ISC Logistics	Nation	9.0%	9.0%
Plant STC	Nation	9.0%	9.0%
REC	Nation	9.0%	9.0%
HQ PMG	Nation	9.0%	9.0%
HQ CHRO	Nation	9.0%	9.0%
HQ CCBSO	Nation	9.0%	9.0%
HQ CCMO	Nation	9.0%	9.0%
HQ CFO	Nation	9.0%	9.0%
HQ CIO	Nation	9.0%	9.0%
HQ CTO	Nation	9.0%	9.0%
HQ GC	Nation	9.0%	9.0%
Inspection Service	Nation	9.0%	9.0%

FY23 - Customer Experience (CX) Index

Customer Experience - Delivery
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
65.52	69.38	73.23	77.09	80.94	81.24	81.53	81.83	82.12	0.00

Customer Experience - C360 Rate
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
31.00	33.26	35.53	37.79	40.05	43.04	46.03	49.02	52.01	0.00

Customer Experience - C360 Imp
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
0.00	1.25	2.50	3.75	5.00	8.00	11.00	14.00	17.00	0.00

Customer Experience - BSN
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
97.25	97.44	97.63	97.81	98.00	98.14	98.29	98.43	98.58	0.00

Customer Experience - BMEU
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
95.72	95.86	96.01	96.15	96.29	96.43	96.57	96.71	96.85	0.00

Customer Experience- POS
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
81.37	82.89	84.42	85.94	87.46	88.50	89.54	90.57	91.61	0.00

Customer Experience - CCC
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
50.00	54.97	59.94	64.91	69.88	70.90	71.93	72.95	73.98	0.00

Customer Experience- USPS.com
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
60.00	63.35	66.71	70.06	73.41	74.73	76.05	77.36	78.68	0.00

Description

The customer experience measurement for USPS is referred to as Customer Experience (CX), and the Customer Experience - Index is its compensable composite metric. The Customer Experience - Index is a weighted multi-channel customer driven measurement based on the customer survey questions below. Each component survey question of the Customer Experience - Index is scored on a scale of 1 – 6, with 1 being very dissatisfied and 6 being very satisfied. The overall satisfaction metric for each of the component surveys is calculated as the percentage of responses that score 5 or 6 (mostly to very satisfied) out of all respondents who answered the question. Each of these scores results in a Cell Block Value for a component survey. All Cell Block values are then proportionally weighted and aggregated, and the resulting aggregate makes up the overall Customer Experience - Index.

Measurement Period

This performance indicator will be measured across each month and cumulative scores will be reported as Year-To-Date (YTD) results leading to an annual score.

Data Source and Calculation

Source	–	Extract from CX database maintained by the survey vendors, InMoment (formerly Maritz) and Medallia provided to NPA.
Indicator Value	–	Weighted Cell Block Value of overall Customer Satisfaction with USPS
Decimal Precision	–	Two decimals on each Survey score, zero decimals for final averaged Index Cell
Business Rule	–	**Proportional Weights for CX Index (final Cell):**

	Delivery Experience		Business Customer Experience		Consumer Experience		
	Delivery	C360	BSN	BMEU	POS	CCC	USPS.com
Weight	20%	20%	10%	10%	15%	20%	5%

The cell for each of the seven components of the customer experience indicator is weighted proportionally and aggregated. The aggregate value is the Customer Experience - Index final cell.

Below is an example of how to calculate the Customer Experience - Index score using hypothetical scores

Step 1: Calculate each of the individual component part Cells (including C360 average)

Survey	Survey Scores	Reulting Cell		Weight		Towards CX Index Cell
Delivery	84.96%	5	x	20%	=	1
C360 Rate	37.50%	2				
C360 Imp	10.65%	6				
C360 Avg	NA	4	x	20%	=	0.8
BSN	95.15%	3	x	10%	=	0.3
BMEU	95.33%	7	x	10%	=	0.7
POS	91.02%	8	x	20%	=	1.6
CCC	45.28%	3	x	15%	=	0.45
USPS.com	57.54%	2	x	5%	=	0.1
			(Total Before Rounding)			4.95
			CX - Index			5

Step 2: Multiply cell block value by Proportional Weight amounts for each component survey.

Step 3: Aggregate the results and round to zero decimals (final Cell for Index)

CX Components / Surveys

1. **Delivery:** The Delivery survey measures customers' level of satisfaction with the receipt of mail and packages to residential and small/medium business customers. Randomly selected customers are mailed letters inviting them to complete a survey online or over the phone.

  Survey Question: Thinking about your overall experience with receiving mail and/or packages delivered by USPS recently, how satisfied are you?
  Weight towards calculation (based on depth): **20% (lowest level measured = District)**

2. **Customer 360 (C360):** Based on customers whose case has been closed and who provided an email address. Customers who only provided a phone number are offered an outbound call. The C360 survey measures customer satisfaction, and the year to date satisfaction when compared to Same-Period-Last-Year, which is called the Improvement Rate. The Overall C360 score is a composite score of the C360 Overall satisfaction score (50% of Overall C360 score) and the C360 Improvement Rate as compared to the same period last year (50% of Overall C360 score). Improvement Rate will be applied only if it helps the overall cell block score.

  Survey Question: Overall, how satisfied are you with the quality of service you received in response to the issue?
  Weight towards calculation (based on depth): **20% (lowest level measured = MPOO)**

  OSAT Score: $\left(\frac{Number\ of\ Respondents\ in\ the\ Top\ 2\ Box\ for\ Overall\ Satisfaction}{Total\ Number\ of\ Respondents\ Answering\ the\ OSAT\ Question}\right)$

  Improvement Rate: $\left(\frac{YTD\ Current\ FY\ OSAT - YTD\ Prior\ FY\ OSAT}{YTD\ Prior\ FY\ OSAT}\right) \times 100$

3. **Business Service Network (BSN):** Based on accounts in Panorama USPS' CRM database that have opened a service request and responded to a survey through an email invitation. The BSN survey is an event based survey which measures the customer's level of overall satisfaction with their BSN experience. BSN is measured at the National and Area depths only, and District BSN scores are for the entire Area

  Survey Question: How satisfied are you with the overall experience provided by the Business Service Network?
  Weight towards calculation (based on depth): **10% (lowest level measured = Area)**

4. **Business Mail Entry Unit (BMEU):** Based on commercial mailers who produce and finalize a postage statement at BMEU. Survey is distributed to customers via email every 30 days. The survey is designed to measure customer satisfaction and customer opinion of BMEU employees, the service they received, and areas of improvement. BMEU is measured at the National and Area depths only, and District BMEU scores are for the entire Area.

  Survey Question: Overall, how satisfied were you with your experience at the Business Mail Entry Unit (BMEU)?
  Weight towards calculation (based on depth): **10% (lowest level measured = Area)**

5. **Point of Sale (POS)**: Based on retail customers who conduct transactions at USPS locations with retail equipment and respond to a survey. The retail survey is an event-based customer satisfaction survey which measures the customers experience at retail locations. Survey respondents opt-in to an online or phone survey using information printed on their point-of-sale register receipt or eReceipt.

> **Survey Question:** Thinking about this visit to the Post Office, overall, how satisfied were you?
> **Weight** towards calculation (based on depth): **15% (lowest level measured = MPOO)**

6. **Customer Care Center (CCC)**: Based on customers who end their call to the USPS Care Center on the IVR (Interactive Voice Response) system or Live Agent (LA). Invitations are offered over the phone to all customers who call the USPS Customer Care Center toll free number. The CCC survey measures customers' level of satisfaction of their experience with the contact center agent or USPS automated system.

> **Survey Questions:**
> Please tell us how satisfied you were with the overall experience provided by the contact center, with 6 being very satisfied and 1 being very dissatisfied. (Live Agent)
> Please tell us how satisfied you were with the overall experience provided by the USPS automated system, with 6 being very satisfied and 1 being very dissatisfied. (IVR)
> **Weight** towards calculation (based on depth): **20% (lowest level measured = National)**

7. **USPS.com:** Based on USPS customers who visit the USPS.com website. The survey is randomly offered to 2% of desktop, mobile device, or tablet users who visit USPS.com and click through 3 or more pages. The survey is designed to evaluate and track customer satisfaction with the website, their purpose of visit, whether or not the customer was able to complete their task, and opinion with various elements on the website.

> **Survey Question:** How satisfied are you with the overall experience provided by the USPS.com website?
> **Weight** towards calculation (based on depth): **5% (lowest level measured = National)**

Data Validation

CX scores can be validated at: http://blue.usps.gov/caweb/cesa/customer-insights-2.htm

Once in the page, each portion can be validated using the tabs across the top, then modifying the date range

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CRDO	Nation	5.5%	5.5%
Area Retail and Delivery	Area	5.5%	5.5%
District Retail and Delivery	District	5.5%	5.5%
MPOO	MPOO	5.5%	5.5%
Post Office 22 or above	MPOO	5.5%	5.5%
Post Office 21-20	MPOO	5.5%	5.5%
Post Office 18 or below	MPOO	5.5%	5.5%
Stations or Branch (MCS/SCS) - PCES & 26	MPOO	5.5%	5.5%
HQ Fleet Management	Nation	5.5%	5.5%
Region Fleet Management	Nation	5.5%	5.5%
Territory Fleet Management	Nation	5.5%	5.5%
Facility Fleet Management	Nation	5.5%	5.5%
HQ CPDO	Nation	5.5%	5.5%
Region Processing and Maintenance	Nation	5.5%	5.5%
Division Processing and Maintenance	Nation	5.5%	5.5%
Plant Processing and Maintenance	Nation	5.5%	5.5%
ISC Processing	Nation	5.5%	5.5%
HQ CLO	Nation	5.5%	5.5%
Region Logistics	Nation	5.5%	5.5%
Division Logistics	Nation	5.5%	5.5%
Plant and ISC Logistics	Nation	5.5%	5.5%
Plant STC	Nation	5.5%	5.5%
REC	Nation	5.5%	5.5%
HQ PMG	Nation	5.5%	5.5%
HQ CHRO	Nation	5.5%	5.5%
HQ CCBSO	Nation	5.5%	5.5%
HQ CCMO	Nation	5.5%	5.5%
HQ CFO	Nation	5.5%	5.5%
HQ CIO	Nation	5.5%	5.5%
HQ CTO	Nation	5.5%	5.5%
HQ GC	Nation	5.5%	5.5%
Inspection Service	Nation	5.5%	5.5%

FY23 - Employee Utilization

Employee Utilization   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	**5**	6	7	8	9	10

Description

The Employee Utilization indicator on all NPA scorecards is made up of three other NPA Indicators, Employee Availability Avg, Employee Separation rate, and Grievance Backlog and Cost Reduction Index. Each of those indicators is calculated to a final cell and combined as shown below.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	See individual Indicator Information pages to see the source for each part
Business Rule	–	The Employee Utilization indicator is calculated from the final cells of the three parts as noted: Employee Availability Avg - 40% Employee Separation Rate - 30% Grievance Index - 30% The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example –

Final achieved Cell for:					
Employee Availability Avg - 7	x 40%		2.80 +		3.70
Employee Separation Rate - 1	x 30%	=	0.30 +	=	(Rounds to Cell 4)
Grievance Index - 2	x 30%		0.60		

Decimal Precision – 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Employee Utilization indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth EU / FE	Weight EU / FE	Total Weight Towards Composite
HQ CRDO	Nation	100.0%	13.0%
Area Retail and Delivery	Area	100.0%	13.0%
District Retail and Delivery	District	100.0%	13.0%
MPOO	District	100.0%	13.0%
Post Office 22 or above	District	100.0%	13.0%
Post Office 21-20	District	100.0%	13.0%
Post Office 18 or below	District	100.0%	13.0%
Stations or Branch (MCS/SCS) - PCES & 26	District	100.0%	13.0%
HQ Fleet Management	Nation	100.0%	13.0%
Region Fleet Management	Region	100.0%	13.0%
Territory Fleet Management	Region	100.0%	13.0%
Facility Fleet Management	Region	100.0%	13.0%
HQ CPDO	Nation	100.0%	13.0%
Region Processing and Maintenance	Region	100.0%	13.0%
Division Processing and Maintenance	Division	100.0%	13.0%
Plant Processing and Maintenance	Division	100.0%	13.0%
ISC Processing	Nation	100.0%	13.0%
HQ CLO	Nation	100.0%	13.0%
Region Logistics	Region / Nation	100.0%	13.0%
Division Logistics	Division / Nation	100.0%	13.0%
Plant and ISC Logistics	Nation	100.0%	13.0%
Plant STC	Nation	100.0%	13.0%
REC	Nation	100.0%	13.0%
HQ PMG	Nation	100.0%	13.0%
HQ CHRO	Nation	100.0%	13.0%
HQ CCBSO	Nation	100.0%	13.0%
HQ CCMO	Nation	100.0%	13.0%
HQ CFO	Nation	100.0%	13.0%
HQ CIO	Nation	100.0%	13.0%
HQ CTO	Nation	100.0%	13.0%
HQ GC	Nation	100.0%	13.0%
Inspection Service	Nation	100.0%	13.0%

FY23 - Market Dominant Composite

Market Dominant Composite   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
89.05	90.04	91.03	92.01	93.00	93.40	93.80	94.20	94.60	95.00

Description

Market Dominant Composite Rate (Letters & Flats: First-Class, Marketing Mail, Periodicals, Bound Printer Matter; Packages: Library Mail, Media Mail, Bound Printed Matter) will be measured using a composite score of all classes, shapes and service standards. To accomplish this, performance scores will be calculated by (the total all on-time pieces for all classes, shape and services standards) divided by (the total pieces in measurement for all classes, shape and services standards).

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	IV - SPM (letters and flats), EDW - Package Product Reporting (packages)
Indicator Value	–	Rate = % On-Time
Business Rule	–	Rate = NPA_Candidate_On_Time_Pieces / NPA_Candidate_Pieces ×100
Decimal Precision	–	Two Decimals

Data Validation

1: Go to https://iv.usps.gov/ivui/#
2: Click on Service Performance Tab
3: Look under Mail section
4: Look under Scores & Impacts
5: Click on NPA *Market Dominant Scores* report (under development)

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CRDO	Nation	4.0%	4.0%
Area Retail and Delivery	Area	4.0%	4.0%
District Retail and Delivery	District	4.0%	4.0%
MPOO	District	4.0%	4.0%
Post Office 22 or above	District	4.0%	4.0%
Post Office 21-20	District	4.0%	4.0%
Post Office 18 or below	District	4.0%	4.0%
Stations or Branch (MCS/SCS) - PCES & 26	District	4.0%	4.0%
HQ Fleet Management	Nation	4.0%	4.0%
Region Fleet Management	Region	4.0%	4.0%
Territory Fleet Management	Region	4.0%	4.0%
Facility Fleet Management	Region	4.0%	4.0%
HQ CPDO	Nation	4.0%	4.0%
Region Processing and Maintenance	Region	4.0%	4.0%
Division Processing and Maintenance	Division	4.0%	4.0%
Plant Processing and Maintenance	Division	4.0%	4.0%
ISC Processing	Nation	4.0%	4.0%
HQ CLO	Nation	4.0%	4.0%
Region Logistics	Region	4.0%	4.0%
Division Logistics	Division	4.0%	4.0%
Plant and ISC Logistics	Division	4.0%	4.0%
Plant STC	Nation	4.0%	4.0%
REC	Nation	4.0%	4.0%
HQ PMG	Nation	4.0%	4.0%
HQ CHRO	Nation	4.0%	4.0%
HQ CCBSO	Nation	4.0%	4.0%
HQ CCMO	Nation	4.0%	4.0%
HQ CFO	Nation	4.0%	4.0%
HQ CIO	Nation	4.0%	4.0%
HQ CTO	Nation	4.0%	4.0%
HQ GC	Nation	4.0%	4.0%
Inspection Service	Nation	4.0%	4.0%

FY23 - Scanning Visibility

Scanning Visibility - Logistics   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
87.00	88.25	89.50	90.75	92.00	93.40	94.80	96.20	97.60	99.00

Scanning Visibility - Processing and Maintenance   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
90.25	91.00	91.75	92.50	93.25	94.37	95.49	96.61	97.73	98.85

Scanning Visibility - Retail and Delivery   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
98.80	98.93	99.05	99.18	99.30	99.41	99.52	99.63	99.74	99.85

Scanning Visibility - National   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
96.00	96.29	96.58	96.87	97.16	97.37	97.58	97.78	97.99	98.20

Description

The indicator measures the scan compliance of all required scans such as Origin Enroute (OE), Destination Enroute (DE), Arrival at Unit (AAU), Acceptable Delivered Event (ADE), SV Assign (SVA), SV Close (SVC), SV Load (SVL), SV Unload (SVU), SV Trailer Arrive (SVTA), SV Trailer Depart (SVTD), Parcel Return Service (PRS), RVS Scan (RVS), Bundle Visibility Nested (BVN), and Bundle Visibility Distributed (BVD.) There will be four different scan composite indicators and those are: All Combined Scan Composite, Processing Scan Composite, Logistics Scan Composite, and Retail/Delivery Scan Composite. The facility for OE and DE is determined by taking the ZIP3 (Start/Acceptance or Stop/Destination respectively) along with the mail class to determine which facilities could have scanned the packages. This means that a package can be counted in more than one facility.

Please see the spreadsheet here for that ZIP3 crosswalk.
Processing and Maintenance Scan Composite: OE, DE, SVA, SVC, SVL, SVU, RVS, and BVN.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	EDW - Product Performance Reporting, Surface Visibility, RVS-GBS, and Bundle Visibility
Indicator Value	–	% properly completed all required scans
Business Rule	–	((Pieces Scanned with all required scans) / (Total Pieces Scanned)) * 100
Decimal Precision	–	Two Decimals

Data Validation

Composite score report
EDW: Product Performance Reporting -->Shared Reports --> Shared User Folder --> *Headquarters --> NPA Prompted Reports --> Scan Visibility YTD

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CRDO	Nation - R&D	4.0%	4.0%
Area Retail and Delivery	Area	4.0%	4.0%
District Retail and Delivery	District	4.0%	4.0%
MPOO	MPOO	4.0%	4.0%
Post Office 22 or above	LF	4.0%	4.0%
Post Office 21-20	LF	4.0%	4.0%
Post Office 18 or below	LF	4.0%	4.0%
Stations or Branch (MCS/SCS) - PCES & 26	FN	4.0%	4.0%
HQ Fleet Management	Nation - R&D	4.0%	4.0%
Region Fleet Management	Region	4.0%	4.0%
Territory Fleet Management	Region	4.0%	4.0%
Facility Fleet Management	Region	4.0%	4.0%
HQ CPDO	Nation - P	4.0%	4.0%
Region Processing and Maintenance	Region	4.0%	4.0%
Division Processing and Maintenance	Division	4.0%	4.0%
Plant Processing and Maintenance	LF / Campus ***	4.0%	4.0%
ISC Processing	Nation - L or Nation - P	4.0%	4.0%
HQ CLO	Nation - L	4.0%	4.0%
Region Logistics	Region	4.0%	4.0%
Division Logistics	Division	4.0%	4.0%
Plant and ISC Logistics	LF / Campus ***	4.0%	4.0%
Plant STC	LF / Campus ***	4.0%	4.0%
REC	Nation	4.0%	4.0%
HQ PMG	Nation	4.0%	4.0%
HQ CHRO	Nation	4.0%	4.0%
HQ CCBSO	Nation	4.0%	4.0%
HQ CCMO	Nation	4.0%	4.0%
HQ CFO	Nation	4.0%	4.0%
HQ CIO	Nation	4.0%	4.0%
HQ CTO	Nation	4.0%	4.0%
HQ GC	Nation	4.0%	4.0%
Inspection Service	Nation	4.0%	4.0%

FY23 – Total Operating Expense (TOE) % Plan

Total Operating Expense (TOE) % Plan   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
4.15	3.11	2.08	1.04	0.00	-1.26	-2.52	-3.78	-5.04	-6.30

Description
Total Operating Expense % Plan measures the total of all expenses for the Fiscal Year against the plan for that same Fiscal Year.

Measurement Period
This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	FPR Line Report, TOTAL OPERATING EXPENSE LINE. For National measurement, refer to the Operating Exp/Int. line on Monthly Income Statement (Corporate Financial Reporting)
Indicator Value	–	% all expenses to plan
Business Rule	–	$(\frac{YTD\_Actual\_Amount}{YTD\_Planned\_Amount} -1) \times 100$
Decimal Precision	–	Two Decimals

Data Validation
Run the FPR Summary Report in EDW:
EDW – Accounting – Shared Reports – GL(eaGLe) – Financial Reports – Financial Performance - 2. Financial Performance Report - FPR Line
Select Calendar Month and Year
Select organization hierarchy – level (Area/Region, PFC for District/Division, Lead Finance # for individual office)
Select specific Area, Region, District, Division, or Office – Execute report
Total Operating Expense (may be on page 2 of report) – YTD % Plan column

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CRDO	Nation	7.0%	7.0%
Area Retail and Delivery	Area	7.0%	7.0%
District Retail and Delivery	District	7.0%	7.0%
MPOO	MPOO	7.0%	7.0%
Post Office 22 or above	LF	7.0%	7.0%
Post Office 21-20	LF	7.0%	7.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	7.0%	7.0%
HQ Fleet Management	Nation	7.0%	7.0%
Region Fleet Management	Nation	7.0%	7.0%
Territory Fleet Management	Nation	7.0%	7.0%
Facility Fleet Management	LF	7.0%	7.0%
HQ CPDO	Nation	7.0%	7.0%
Region Processing and Maintenance	Region	7.0%	7.0%
Division Processing and Maintenance	Division	7.0%	7.0%
Plant Processing and Maintenance	LF	7.0%	7.0%
ISC Processing	LF	7.0%	7.0%
HQ CLO	Nation	7.0%	7.0%
Region Logistics	Region	7.0%	7.0%
Division Logistics	Division	7.0%	7.0%
Plant and ISC Logistics	LF	7.0%	7.0%
Plant STC	LF	7.0%	7.0%
REC	LF	7.0%	7.0%
HQ PMG	Nation	7.0%	7.0%
HQ CHRO	Nation	7.0%	7.0%
HQ CCBSO	Nation	7.0%	7.0%
HQ CCMO	Nation	7.0%	7.0%
HQ CFO	Nation	7.0%	7.0%
HQ CIO	Nation	7.0%	7.0%
HQ CTO	Nation	7.0%	7.0%
HQ GC	Nation	7.0%	7.0%
Inspection Service	Nation	7.0%	7.0%

FY23 - Total Accidents

Total Accidents Rate - Processing & Maintenance   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
11.00	10.13	9.25	8.38	7.50	6.60	5.70	4.80	3.90	3.00

Total Accidents Rate - Retail & Delivery and Logistics   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
18.25	17.25	16.25	15.25	14.25	12.30	10.35	8.40	6.45	4.50

Total Accidents Rate - National   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
16.75	15.88	15.00	14.13	13.25	12.80	12.35	11.90	11.45	11.00

Total Accidents Improvement   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00

Description

This indicator is established by taking the total count of all accidents (recordable / non-recordable and industrial / motor vehicle) per exposure hour (Rate) and the year to date total accidents compared to SPLY. The accident rate is calculated by taking the total number of accidents x 200,000, divided by exposure hours. The weight of the cell values is as follows: 60% for YTD Accidents Rate and 40% for YTD accident count to SPLY. Improvement will be applied **only** if it helps the overall score.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source - Current Yr	–	Accident counts retrieved from Safety and Health Management Tool (SHMT) (Current FY Total Accidents NPA) by district. Each report pulled monthly.
Source - SPLY	–	Accident counts retrieved from Safety and Health Management Tool (SHMT) (Current FY Total Accidents NPA) by district. Each report pulled monthly.
Indicator Value	–	When Improvement helps - average of Rate (60%) and Improvement (40%) Cells When Improvement does not help - Total Accidents Rate Cell
Business Rule	–	Rate: $\left(\dfrac{YTD\ Total\ Accident\ Count \times 200{,}000}{Exposure\ Hours}\right)$

Improvement:

$$\left(\frac{YTD\ Current\ FY\ Total\ Accident\ Count - YTD\ Prior\ FY\ Total\ Accident\ Count}{YTD\ Prior\ FY\ Total\ Accident\ Count}\right) \times 100$$

Exposure Hour Codes:

Hour Code	Hour Code Description
35	Extra Straight Time
43	Penalty Overtime
52	Work Hours (Includes Rural)
53	Overtime
57	Holiday Worked Pay
66	PM Convention Leave
80	Relocation Leave
89	Postmaster Organization Leave

Decimal Precision   –   Two Decimals

Data Validation

Safety and Health Management Tool (Current Performance and SPLY). To use:
Log in to Blue using ACE ID and Password
Under Safety Resource Tools, select "Report an Accident or Hazard" to view Accident Counts for your unit
Please click here for instructions on how to validate Total Accidents using the Accidents Dashboard.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CRDO	Nation - R&D	5.5%	5.5%
Area Retail and Delivery	Area	5.5%	5.5%
District Retail and Delivery	District	5.5%	5.5%
MPOO	MPOO	5.5%	5.5%
Post Office 22 or above	LF	5.5%	5.5%
Post Office 21-20	MPOO	5.5%	5.5%
Post Office 18 or below	MPOO	5.5%	5.5%
Stations or Branch (MCS/SCS) - PCES & 26	LF	5.5%	5.5%
HQ Fleet Management	Nation - FM	5.5%	5.5%
Region Fleet Management	Region	5.5%	5.5%
Territory Fleet Management	Territory	5.5%	5.5%
Facility Fleet Management	LF	5.5%	5.5%
HQ CPDO	Nation - P	5.5%	5.5%
Region Processing and Maintenance	Region	5.5%	5.5%
Division Processing and Maintenance	Division	5.5%	5.5%
Plant Processing and Maintenance	LF	5.5%	5.5%
ISC Processing	LF	5.5%	5.5%
HQ CLO	Nation - L	5.5%	5.5%
Region Logistics	Region	5.5%	5.5%
Division Logistics	Division	5.5%	5.5%
Plant and ISC Logistics	LF	5.5%	5.5%
Plant STC	LF	5.5%	5.5%
REC	LF	5.5%	5.5%
HQ PMG	Nation	5.5%	5.5%
HQ CHRO	Nation	5.5%	5.5%
HQ CCBSO	Nation	5.5%	5.5%
HQ CCMO	Nation	5.5%	5.5%
HQ CFO	Nation	5.5%	5.5%
HQ CIO	Nation	5.5%	5.5%
HQ CTO	Nation	5.5%	5.5%
HQ GC	Nation	5.5%	5.5%
Inspection Service	Nation	5.5%	5.5%

FY23 - Total Revenue FPR % Plan

Total Revenue FPR % Plan
Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-4.35	-3.26	-2.18	-1.09	0.00	1.32	2.64	3.96	5.28	6.60

Description

Indicator measures the amount of total FPR Revenue at a National level for products and services from all revenue channels, including Retail, Commercial and Alternate Access channels.

Total Revenue FPR % Plan is an indicator on every scorecard.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	EDW
Indicator Value	–	% FPR Revenue to Plan
Business Rule	–	$\dfrac{National\ FY\ YTD\ Actual\ Total\ Revenue\ FPR - National\ FY\ YTD\ Plan\ Total\ Revenue\ FPR}{National\ Full\ Year\ Plan\ Total\ Revenue\ FPR} \times 100$
Practical Business Rule	–	From Income Statement ($ in millions): YTD Plan VAR for 'Revenue & Investment/Interest' divided by full year plan (**$81,150M for FY23**) x 100
Decimal Precision	–	Two Decimals

Data Validation

Data is validated by Finance.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth Tot Rev / FE	Weight Tot Rev / FE	Total Weight Towards Composite
HQ CRDO	Nation	7.0%	7.0%
Area Retail and Delivery	Nation	7.0%	7.0%
District Retail and Delivery	Nation	7.0%	7.0%
MPOO	Nation	7.0%	7.0%
Post Office 22 or above	Nation	7.0%	7.0%
Post Office 21-20	Nation	7.0%	7.0%
Post Office 18 or below	Nation	7.0%	7.0%
Stations or Branch (MCS/SCS) - PCES & 26	Nation	7.0%	7.0%
HQ Fleet Management	Nation	7.0%	7.0%
Region Fleet Management	Nation	7.0%	7.0%
Territory Fleet Management	Nation	7.0%	7.0%
Facility Fleet Management	Nation	7.0%	7.0%
HQ CPDO	Nation	7.0%	7.0%
Region Processing and Maintenance	Nation	7.0%	7.0%
Division Processing and Maintenance	Nation	7.0%	7.0%
Plant Processing and Maintenance	Nation	7.0%	7.0%
ISC Processing	Nation	7.0%	7.0%
HQ CLO	Nation	7.0%	7.0%
Region Logistics	Nation	7.0%	7.0%
Division Logistics	Nation	7.0%	7.0%
Plant and ISC Logistics	Nation	7.0%	7.0%
Plant STC	Nation	7.0%	7.0%
REC	Nation	7.0%	7.0%
HQ PMG	Nation	7.0%	7.0%
HQ CHRO	Nation	7.0%	7.0%
HQ CCBSO	Nation	7.0%	7.0%
HQ CCMO	Nation	7.0%	7.0%
HQ CFO	Nation	7.0%	7.0%
HQ CIO	Nation	7.0%	7.0%
HQ CTO	Nation	7.0%	7.0%
HQ GC	Nation	7.0%	7.0%
Inspection Service	Nation	7.0%	7.0%

FY23 - Total Workhours % Plan

Total Workhours % Plan   ## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
10.00	7.50	5.00	2.50	0.00	-3.90	-7.80	-11.70	-15.60	-19.50

Description
Total Workhours measures the total of all workhours for the Fiscal Year against the plan for the same Fiscal Year time period.

Measurement Period
This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	eFlash
Indicator Value	–	% of actual Workhours to plan
Business Rule	–	$(\frac{YTD\_Actual}{YTD\_Plan} -1) \times 100$
Decimal Precision	–	Two Decimals

Data Validation

In eFlash:
Choose My Report Builder
Select Work Hours Format in Step 3
Select All Clusters in Step 4
Select "HRTT (Total Hours)" in Step 5
Select "TWH % to Plan" in Step 6
Select CSV format and Detail by Finance in Step 7
Select Description Only and Show Zero Lines in Step 8, Save the report, Choose the week number that corresponds to the end of month you wish to view data on, Run report

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
Post Office 18 or below	LF	7.0%	7.0%

FY23 - Employee Availability

Employee Availability Rate

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
88.78	89.72	90.65	91.59	92.52	93.22	93.92	94.62	95.32	96.02

Employee Availability Imp

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-2.50	-1.75	-1.00	-0.25	0.50	0.90	1.30	1.70	2.10	2.50

Description

The Employee Availability indicator compares actual Straight Time Work Hours (excludes overtime and special exempt EAS additional straight time hours) of career employees only to the work hours which would have been accumulated if employees had not used sick leave, LWOP, or AWOL. The sum of career straight time work hours, LWOP hours (excluding LWOP for OWCP, Military, Union Official, FMLA), Sick Leave hours (excluding FMLA), and AWOL hours are used to determine the work hours which would have been recorded if all employees reported to work as scheduled. The Employee Availability indicator is a dual indicator measuring both the rate and improvement. **Improvement will be applied only if it helps the overall score.**

Employee Availability is one portion (40%) of the Employee Utilization indicator.

Measurement Period

This indicator is measured across each month cumulatively for the fiscal year. Employee Availability scores are reported Monthly as Year to Date results

Data Source and Calculation

Source — The measurement is derived from actual career straight time work hours and leave hours as reported within eFlash

Indicator Value — When improvement helps, average of Employee Availability rate and improvement cells, otherwise, Employee Availability rate cell

Business Rule —

Employee Availability Rate:

$$\frac{Straight\ Time\ Work\ Hours}{Potential\ Straight\ Time\ Hours}$$

Where Potential Straight Time Hours = Straight Time Hours + (Sick Leave - FMLA SL) + (LWOP - FMLA LWOP) (LWOP does not include OWCP LWOP, Military LWOP, or Union LWOP) + AWOL
--Includes Career Employee hours only --

eFlash Data Source Business Rule: (V1-V2-V3)/((V1-V2-V3)+(V4-V5-V6)+((V7+V8+V9+V10)-(V11+V12))+V13)
eFlash Code descriptions (TACS leave codes):

V1 (052, 057, 074)	= Work
V2 (053)	= OT
V3 (035)	= AST (Additional Straight Time which is considered EAS OT for reporting purposes)
V4 (056)	= SL
V5 (056-099)	= FMLA SL
V6 (056-098)	= FMLA Dependent Care
V7 (030)	= SG PD LWOP (System Generated Part Day LWOP)
V8 (031)	= SG FD LWOP (System Generated Full Day LWOP)
V9 (059)	= PD LWOP (Part Day LWOP)
V10 (060)	= FD LWOP (Full Day LWOP)
V11 (059-099)	= FMLA PD LWOP
V12 (060-099)	= FMLA FD LWOP
V13 (024)	= AWOL

Example:

Career Employees (Craft, Non-Bargaining in Field, HQ, & HQ Related) - Field Summary			
Line Description	2018 YTD	2019 YTD	Improvement
STRAIGHT TIME HOURS	126,285,836	122,951,011	
CTRL SICK LEAVE (w/o FMLA)	4,265,142	4,036,084	
CTRL LWOP (w/o FMAL, MIL, OWCP, UNION)	3,699,243	3,520,103	
AWOL	1,034,638	964,587	
Potential Straight Time Hours	135,284,859	131,471,785	
Employee Availability %	93.35%	93.52%	+0.17%

Improvement Calculation: Current YTD Rate - SPLY YTD Rate
(variance from SPLY)

Decimal Precision   —   Two decimals

Data Validation

https://eflash.usps.gov/eFlash/

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight towards Employee Utilization	Total Weight Towards Composite
HQ CRDO	Nation	40.0%	5.2%
Area Retail and Delivery	Area	40.0%	5.2%
District Retail and Delivery	District	40.0%	5.2%
MPOO	MPOO	40.0%	5.2%
Post Office 22 or above	LF	40.0%	5.2%
Post Office 21-20	LF	40.0%	5.2%
Post Office 18 or below	MPOO	40.0%	5.2%
Stations or Branch (MCS/SCS) - PCES & 26	LF	40.0%	5.2%
HQ Fleet Management	Nation	40.0%	5.2%
Region Fleet Management	Region	40.0%	5.2%
Territory Fleet Management	Region	40.0%	5.2%
Facility Fleet Management	Region	40.0%	5.2%
HQ CPDO	Nation	40.0%	5.2%
Region Processing and Maintenance	Region	40.0%	5.2%
Division Processing and Maintenance	Division	40.0%	5.2%
Plant Processing and Maintenance	LF	40.0%	5.2%
ISC Processing	LF	40.0%	5.2%
HQ CLO	Nation	40.0%	5.2%
Region Logistics	Region	40.0%	5.2%
Division Logistics	Division	40.0%	5.2%
Plant and ISC Logistics	LF	40.0%	5.2%
Plant STC	LF	40.0%	5.2%
REC	LF	40.0%	5.2%
HQ PMG	Nation	40.0%	5.2%
HQ CHRO	Nation	40.0%	5.2%
HQ CCBSO	Nation	40.0%	5.2%
HQ CCMO	Nation	40.0%	5.2%
HQ CFO	Nation	40.0%	5.2%
HQ CIO	Nation	40.0%	5.2%
HQ CTO	Nation	40.0%	5.2%
HQ GC	Nation	40.0%	5.2%
Inspection Service	Nation	40.0%	5.2%

FY23 - Employee Separation Rate

Employee Separation Rate   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
22.50	15.38	8.25	1.13	-6.00	-14.40	-22.80	-31.20	-39.60	-48.00

Description

Employee Separation Rate is based on the number of career and pre-career employees separating on a monthly basis compared to the number separated during the baseline period. Separations include Resignations and Separations, with some exclusions (*NOAs shown in data validation). Employees who are hired, but ultimately have their hire Form 50 accession cancelled are not counted and do not negatively impact the separation rate. Seasonal or Exception Period non-career employees are excluded from the separation calculation. In addition, pre-career employees separated for service break purposes do not count in the separation rate calculation.

Employee Separation Rate is one portion (30%) of the Employee Utilization indicator as well as one portion of the Functional Effectiveness indicators as follows:
Logistics 15%
Processing and Maintenance (10%)
Retail and Delivery (20%)
Retail and Delivery - VMF (20%)
HQ CHRO (50%)

Measurement Period

The monthly report is based on the number of employees separated each month compared to the baseline period.

The YTD Employee Separation Rate shown in NPA is calculated by summing the separations for all months compared to the baseline period times the number of months completed.

Data Source and Calculation

Source	–	Human Capital Enterprise System (HCES)
Indicator Value	–	Number of monthly separations minus baseline average # monthly separations divided by monthly baseline
Business Rule	–	**Formula for** **single month: (Actual Separations – Baseline Score) / Baseline Score** **Example Rate** **(Where Baseline Score = 8,066)** **for single month: (Actual Separations 7,349 - Baseline Score 8,066) = -717/(Baseline Score 8,066) = -8.89%** **(Where Baseline Score = 8,066 x 12 = 90,617)** **Example YTD : (Actual Separations 90,617 - Baseline 96,792) = -6,175/(Baseline 96,792) = -6.38%**
Decimal Precision	–	Two Decimals

Data Validation

HCES Data for Separation Nature of Actions (NOA) is retrieved using SQL from HRBI Database in Teradata.
Parameters include NOA codes: 313,317,320,324,325,326,329,352,356. Additionally NOA Effective Dates only for the according month from formula above.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth EU / FE	Weight EU / FE	Total Weight Towards NPA Composite
HQ CRDO	Nation	30.0%/20.0%	6.0%
Area Retail and Delivery	Area	30.0%/20.0%	6.0%
District Retail and Delivery	District	30.0%/20.0%	6.0%
MPOO	District	30.0%/20.0%	6.0%
Post Office 22 or above	District	30.0%/20.0%	6.0%
Post Office 21-20	District	30.0%/20.0%	6.0%
Post Office 18 or below	District	30.0%/20.0%	6.0%
Stations or Branch (MCS/SCS) - PCES & 26	District	30.0%/20.0%	6.0%
HQ Fleet Management	Nation	30.0%/20.0%	6.0%
Region Fleet Management	Region	30.0%/20.0%	6.0%
Territory Fleet Management	Region	30.0%/20.0%	6.0%
Facility Fleet Management	Region	30.0%/20.0%	6.0%
HQ CPDO	Nation	30.0%/10.0%	3.0%
Region Processing and Maintenance	Region	30.0%/10.0%	3.0%
Division Processing and Maintenance	Division	30.0%/10.0%	3.0%
Plant Processing and Maintenance	Division	30.0%/10.0%	3.0%
ISC Processing	Nation	30.0%/15.0%	4.5%
HQ CLO	Nation	30.0%/15.0%	4.5%
Region Logistics	Nation	30.0%/15.0%	4.5%
Division Logistics	Nation	30.0%/15.0%	4.5%
Plant and ISC Logistics	Nation	30.0%/15.0%	4.5%
Plant STC	Nation	30.0%	3.9%
REC	Nation	30.0%	3.9%
HQ PMG	Nation	30.0%	3.9%
HQ CHRO	Nation	30.0%/50.0%	15.0%
HQ CCBSO	Nation	30.0%	3.9%
HQ CCMO	Nation	30.0%	3.9%
HQ CFO	Nation	30.0%	3.9%
HQ CIO	Nation	30.0%	3.9%
HQ CTO	Nation	30.0%	3.9%
HQ GC	Nation	30.0%	3.9%
Inspection Service	Nation	30.0%	3.9%

FY23 - Grievance Index

Grievance Reduction - Step 2 + A   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
35.00	26.63	18.25	9.88	1.50	1.20	0.90	0.60	0.30	0.00

Grievance Reduction - Step 3 + B   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
2.00	1.88	1.75	1.63	1.50	1.20	0.90	0.60	0.30	0.00

Grievance Reduction - Case Pending   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
50.00	37.50	25.00	12.50	0.00	-10.00	-20.00	-30.00	-40.00	-50.00

Grievance Reduction - Cost Reduction   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
55.00	41.25	27.50	13.75	0.00	-11.00	-22.00	-33.00	-44.00	-55.00

Description

This three-part indicator focuses on resolving grievances at the lower levels of the grievance/arbitration process and on reducing liability and grievance payout costs. The indicator measures the ability to resolve disputes at Step 2/A and the ability to resolve disputes at Step 3/B as well as grievance payout costs involved. Both areas/regions and districts/divisions are held accountable for incremental improvement in the number of cases pending. The Grievance Backlog portion measures [1] the percentage of Step 2/A's and 3/B's open over 56 days vs. the actual number of cases open; and [2] the continuous improvement in reducing the number of cases pending at arbitration. The average percentage of Step 2/A's and 3/B's open over 56 days and the improvement in reducing the number of cases pending arbitration determines the grievance reduction score. The Cost indicator focuses on reducing costs associated with grievance payouts. The Cost portion of this indicator measures the percent of improvement as compared to baseline (i.e., prior end-of-year results). The percent improvement of each part of the cost metrics is compared against specific targets and thresholds to receive a rating. The average of these three ratings is the NPA unit result. The National score is a rollup of the Areas/Regions scores for each indicator.

The final Grievance Index average is one portion (30%) of the Employee Utilization indicator.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	Grievance and Arbitration Tracking System (GATS)
Indicator Value	–	Average of three portions of indicator, % Step2/A or Step 3/B open >56 days, % cases pending reduction and % cost reduction
Calculation	–	For Grievance Backlog Reduction:

District/Division:
 Cell value of percentage reduction at Steps 2 and A's open over 56 days vs. the actual cases open. The average percentage of Step 2/A's (PFC) open over 56 days determines the reduction score.
 For each RP, we continue the average % scores.

Area/Region:
 Cell value of percentage reduction at Steps 3 and B open over 56 days vs. the actual cases open. The average percentage of 3/B's (Area) open over 56 days determines the reduction score.
 For each RP, we continue the average % scores.

For Cases Pending:
 Percentage reduction at Cases Pending Reduction = $\dfrac{Pending - Baseline}{Baseline}$

For Grievance Cost Reduction: $(\dfrac{YTD\ Grievance\ Payouts}{SPLY\ Grievance\ Payouts} - 1) * 100$

National:
Values are a national rollup of all Areas/Regions scores:
 Areas/Regions- Step 3/B Reduction Score (33.3%)
 Areas/Regions- R/R Reduction Score (33.3%)
 Areas/Regions- Total Grievance Costs Score (33.3%)

Decimal Precision	–	Two Decimals

Data Validation

Grievance and Arbitration Tracking System (GATS): https://gats.usps.gov/gats/app.cfm

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight towards Employee Utilization	Total Weight Towards Composite
HQ CRDO	Nation	30.0%	3.9%
Area Retail and Delivery	Area	30.0%	3.9%
District Retail and Delivery	District	30.0%	3.9%
MPOO	District	30.0%	3.9%
Post Office 22 or above	District	30.0%	3.9%
Post Office 21-20	District	30.0%	3.9%
Post Office 18 or below	District	30.0%	3.9%
Stations or Branch (MCS/SCS) - PCES & 26	District	30.0%	3.9%
HQ Fleet Management	Nation	30.0%	3.9%
Region Fleet Management	Region	30.0%	3.9%
Territory Fleet Management	Region	30.0%	3.9%
Facility Fleet Management	Region	30.0%	3.9%
HQ CPDO	Nation	30.0%	3.9%
Region Processing and Maintenance	Region	30.0%	3.9%
Division Processing and Maintenance	Division	30.0%	3.9%
Plant Processing and Maintenance	Division	30.0%	3.9%
ISC Processing	Nation	30.0%	3.9%
HQ CLO	Nation	30.0%	3.9%
Region Logistics	Region	30.0%	3.9%
Division Logistics	Division	30.0%	3.9%
Plant and ISC Logistics	Division	30.0%	3.9%
Plant STC	Nation	30.0%	3.9%
REC	Nation	30.0%	3.9%
HQ PMG	Nation	30.0%	3.9%
HQ CHRO	Nation	30.0%	3.9%
HQ CCBSO	Nation	30.0%	3.9%
HQ CCMO	Nation	30.0%	3.9%
HQ CFO	Nation	30.0%	3.9%
HQ CIO	Nation	30.0%	3.9%
HQ CTO	Nation	30.0%	3.9%
HQ GC	Nation	30.0%	3.9%
Inspection Service	Nation	30.0%	3.9%

FY23 - Functional Effectiveness - CCBSO

Functional Effectiveness - CCBSO   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
1	2	3	4	**5**	6	7	8	9	10

Description

The Functional Effectiveness indicator for the HQ CCBSO scorecard is made up of three other indicators, Shipping and Package Services Rev % Plan, Shipping and Package Services Vol % Plan, and the weighted average (by Emp Count) of all Functional effectiveness scores in NPA. Each of those indicators is calculated to a final cell and combined as shown below.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	See individual Indicator Information pages to see the source for each part

Business Rule	–	The Functional Effectiveness - CCBSO indicator is calculated from the final cells of the three parts as noted:
		    Shipping and Package Services Rev % Plan - 40%
		    Shipping and Package Services Vol % Plan - 40%
		    Weighted Avg of all FE - 20%
		The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example –

Final achieved Cell for:					
Shipping and Package Services Rev % Plan - 6	x 40%		2.40 +		4.60
Shipping and Package Services Vol % Plan - 3	x 40%	=	1.20 +	=	(Rounds to Cell 5)
Weighted Average of all FE - 5	x 20%		1.00		

Decimal Precision – 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - CCBSO indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CCBSO	Nation	100.0%	40.0%

FY23 - Functional Effectiveness - CCMO

Functional Effectiveness - CCMO   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

Description

The Functional Effectiveness indicator for the HQ CCMO scorecard is made up of three other NPA Indicators, Annual Sales Closed % Plan, Customer Experience (CX) - Resolution and MSSC OSAT Survey. Each of those indicators is calculated to a final cell and combined as shown below.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source — See individual Indicator Information pages to see the source for each part

Business Rule — The Functional Effectiveness - CCMO indicator is calculated from the final cells of the seven parts as noted:
  Annual Sales Closed % Plan - 50%
  Customer Experience (CX) - Resolution - 30%
  MSSC OSAT Survey - 20%
The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example —

Final achieved Cell for:				
Annual Sales Closed % Plan - 3	x 50%		1.50 +	
Customer Experience (CX) - Resolution - 4	x 30%	=	1.20 +	=
MSSC OSAT Survey - 6	x 20%		1.20	3.90 (Rounds to Cell 4)

Decimal Precision — 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - CCMO indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CCMO			
	Nation	100.0%	40.0%

FY23 - Functional Effectiveness - CIO

Functional Effectiveness - CIO   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

Description

The Functional Effectiveness indicator for the HQ CIO scorecard is made up of two other NPA Indicators, Critical Applications System Availability and Network Availability. Each of those indicators is calculated to a final cell and combined as shown below.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	See individual Indicator Information pages to see the source for each part
Business Rule	–	The Functional Effectiveness - CIO indicator is calculated from the final cells of the two parts as noted: Critical Applications System Availability - 50% Network Availability - 50% The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example –

Final achieved Cell for:

Critical Applications System Availability - 5	x 50%	=	2.50 +	=	4.50
Network Availability - 4	x 50%		2.00		(Rounds to Cell 5)

Decimal Precision – 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - CIO indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CIO	Nation	100.0%	40.0%

FY23 - Functional Effectiveness - CTO

Functional Effectiveness - CTO   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

Description

The Functional Effectiveness indicator for the HQ CTO scorecard is made up of the National Metrics for four other indicators, Scanning Visibility, Total Operating Expense (TOE), Market Dominant Composite and Competitive Composite. Each of those indicators is calculated to a final cell and combined as shown below:

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	See individual indicator information pages to see the source for each part
Indicator Value	–	The Sum of each National Score multiplied by it's weighting.
		The Functional Effectiveness - CTO indicator is calculated from the final cells of the four parts as noted:
		Scanning Visibility - 25%
		Total Operating Expense - 15%
Business Rule	–	Market Dominant - 25%
		Competitive Composite - 35%
		The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Final achieved cell for:

Example	–	Scanning Visibility - 5	x 25%		1.25 +	4.75
		Total Operating Expense - 4	x 15%	=	0.60 +	= (Rounds to Cell 5)
		Market Dominant - 6	x 25%		1.50 +	
		Competitive Composite - 4	x 35%		1.40	

Decimal Precision	–	Zero Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - CTO indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CTO	Nation	100.0%	40.0%

FY23 - Functional Effectiveness - GC

Functional Effectiveness - GC

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

Description

The Functional Effectiveness indicator for the HQ GC scorecard is made up of three other indicators, Law Department Client Survey, National Average Payout and Process FOIA Requests Timely. Each of those indicators is calculated to a final cell and combined as shown below

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	See individual Indicator Information pages to see the source for each part
Business Rule	–	The Functional Effectiveness - GC indicator is calculated from the final cells of the three parts as noted: Law Department Client Survey - 50% National Average Payout - 30% Process FOIA Requests Timely - 20% The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example –

Final achieved Cell for:					
Law Department Client Survey - 5	x 50%		2.50 +		4.60
National Average Payout - 3	x 30%	=	0.90 +	=	(Rounds to Cell 5)
Process FOIA Requests Timely - 6	x 20%		1.20		

Decimal Precision – 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - GC indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ GC	Nation	100.0%	40.0%

FY23 - Functional Effectiveness - Logistics

Functional Effectiveness - Logistics   ## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

Description

The Functional Effectiveness indicator for Logistics scorecards is made up of four other NPA Indicators, Surface Transportation Trip Utilization, Air Network Utilization (made up of Air Network Matrix Utilization and Bypass Utilization), Trips on time and Employee Separation Rate. Each of those indicators is calculated to a final cell and combined as shown below.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source — See individual Indicator Information pages to see the source for each part

Business Rule — The Functional Effectiveness - Logistics indicator is calculated from the final cells of the four parts as noted:
   Surface Transportation Trip Utilization - 25%
   Air Network Utilization - 35%
   Trips on time - 25%
   Employee Separation Rate - 15%
The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example —

Final achieved Cell for:

Surface Transportation Trip Utilization - **4**	x 25%		1.00 +	
Air Network Utilization - **2**	x 35%	=	0.70 +	=
Trips on time - **5**	x 25%		1.25 +	
Employee Separation Rate - **5**	x 15%		0.75	3.70 (Rounds to Cell 4)

Decimal Precision — 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - Logistics indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CLO	Nation	100.0%	40.0%
Region Logistics	Region	100.0%	40.0%
Division Logistics	Division	100.0%	40.0%
Plant and ISC Logistics	LF	100.0%	40.0%
Plant STC	LF	100.0%	40.0%

FY23 - Functional Effectiveness - Plant STC

Functional Effectiveness - Plant STC　　　　　　**Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

Description

The Functional Effectiveness indicator for Plant STC scorecards is made up of two other NPA Indicators, Surface Transportation Trip Utilization and Trips on Time. Each of those indicators is calculated to a final cell and combined as shown below.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	See individual Indicator Information pages to see the source for each part
Business Rule	–	The Functional Effectiveness - Plant STC indicator is calculated from the final cells of the two parts as noted: 　Surface Transportation Trip Utilization - 47% 　Trips on time - 53% The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example – Final achieved Cell for:

Surface Transportation Trip Utilization - **4**	x 47%	=	1.88 +	=	3.53
Trips on time - **5**	x 53%		2.65		(Rounds to Cell 4)

Decimal Precision – 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - Plant STC indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
Plant STC	LF	100.0%	40.0%

FY23 - Functional Effectiveness - Processing and Maintenance

FE - Processing and Maintenance   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	**5**	6	7	8	9	10

Description

The Functional Effectiveness indicator for Processing and Maintenance scorecards is made up of four other NPA Indicators, Operating Plan Precision, Efficiency Index % SPLY, Processing Index (which includes Four Walls Service and Division Performance) and Employee Separation Rate. Each of those indicators is calculated to a final cell and combined as shown below

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source   –   See individual Indicator Information pages to see the source for each part

Business Rule   –   The Functional Effectiveness - Processing and Maintenance indicator is calculated from the final cells of the four parts as noted:
  Operating Plan Precision - 25%
  Efficiency Index % SPLY - 25%
  Processing Index - 40%
  Employee Separation Rate - 10%
The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example   –

Final achieved Cell for:

Operating Plan Precision - 9	x 25%		2.25 +		
Efficiency Index % SPLY - 4	x 25%	=	1.00 +	=	
Processing Index - 5	x 40%		2.00 +		5.55
Employee Separation Rate - 3	x 10%		0.30		(Rounds to Cell 6)

Decimal Precision   –   0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - Processing and Maintenance indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CPDO	Nation	100.0%	40.0%
Region Processing and Maintenance	Region	100.0%	40.0%
Division Processing and Maintenance	Division	100.0%	40.0%
Plant Processing and Maintenance	LF/Division	100.0%	40.0%

FY23 - Shipping and Package Services Revenue % Plan

Shipping and Package Services Rev % Plan						**Targets and Thresholds**			
1	2	3	4	5	6	7	8	9	10
-4.00	-3.00	-2.00	-1.00	0.00	1.50	3.00	4.50	6.00	7.50

Description

Shipping and Package Services Revenue % Plan is calculated from the annual Integrated Financial Plan (IFP) and the Revenue Volume Comparison (RVC) monthly and YTD reports. This indicator is the actual total Shipping & Package Services Revenue as a percentage of the planned Shipping & Package Services Revenue.

Shipping and Package Revenue % Plan is one portion (40%) of the HQ CCBSO Functional Effectiveness indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	Annual IFP and monthly RVC reports produced by the Revenue & Volume Forecasting Team
Indicator Value	–	Shipping & Package Services Revenue as a percentage of the planned Revenue
		Shipping & Package Services Revenue from monthly RVC report as follows:
		Shipping & Package Services Revenue
Business Rule	–	Compare actual revenue to plan to compute % to plan by month and YTD as follows:

$$\left(\frac{YTD\ Shipping\ \&\ Package\ Services\ Revenue}{YTD\ Planned\ Shipping\ \&\ Package\ Services\ Revenue} -1\right)\times100$$

Note: Retail Priority Mail and PME are combined in this indicator, International revenue is excluded.

Decimal Precision	–	Two Decimals

Validati

The RVC report is available on the Chief Commerce and Business Solutions BluePage. Click on the link below and view under Quick Links.

https://qblue.usps.gov/commercebusiness/welcome.htm

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CCBSO	Nation	40.0%	16.0%

FY23 - Shipping and Package Services Volume % Plan

Shipping and Package Services Vol % Plan | Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-4.00	-3.00	-2.00	-1.00	0.00	1.50	3.00	4.50	6.00	7.50

Description

Shipping and Package Services Volume % Plan is calculated from the annual Integrated Financial Plan (IFP) and Revenue, Volume Comparison (RVC) monthly and YTD report. This indicator is the actual total Shipping & Package Services Volume as a percentage of the planned Shipping & Package Services Volume.

Shipping and Package Volume % Plan is one portion (40%) of the HQ CCBSO Functional Effectiveness indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	Annual IFP and monthly RVC reports produced by the Revenue & Volume Forecasting Team
Indicator Value	–	Shipping & Package Services Volume as a percentage of the planned Volume
		Shipping & Package Services Volume from monthly RVC report as follows:
		Shipping & Package Services Volume
Business Rule	–	Compare actual volume to plan to compute % to plan by month and YTD as follows:

$$\left(\frac{YTD\ Shipping\ \&\ Package\ Services\ Volume}{YTD\ Planned\ Shipping\ \&\ Package\ Services\ Volume} - 1 \right) \times 100$$

Note: Retail Priority Mail and PME are combined in this indicator, International volume is excluded.

Decimal Precision	–	Two Decimals

Data Validation

The RVC report is available on the Chief Commerce and Business Solutions BluePage. Click on the link below and view under Quick Links.

 https://qblue.usps.gov/commercebusiness/welcome.htm

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CCBSO	Nation	40.0%	16.0%

FY23 - Annual Sales Closed % Plan

Annual Sales Closed % Plan   ## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
85.00	88.75	92.50	96.25	100.00	108.50	117.00	125.50	134.00	142.50

Description

This indicator measures the achieved YTD closed sales compared to the target. The total target for fiscal year 2023 is $9,300,000,000. These are sales closed by the Inside Sales, Specialized Sales, Strategic Accounts and MSP's, and National Field Sales teams.

Annual Sales Closed % Plan is one of three parts of the HQ CCMO Functional Effectiveness indicator and accounts for 50% of the total Functional Effectiveness for the CCMO.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source — Panorama is used to report closed sales data.

Indicator Value — Percentage of achievement to target assigned.

Business Rule — % Achieved = $\dfrac{\text{Actual Closed Sales}}{\text{Closed Sales Target}} \times 100$

Decimal Precision — Two Decimals

Data Validation

The BCI / Sales Performance and Account Management team runs monthly reports on performance against sales revenue targets. The sales reports are generated from data housed in the Panorama system and will be available for viewing in CDM.

Follow this link to access report:

Note: The report can be accessed directly using the above link and is updated every Monday by 7:00am

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CCMO	Nation	50.0%	20.0%

FY23 - CX Resolution Composite

Customer 360

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
18.80	23.90	29.01	34.11	39.21	39.93	40.64	41.36	42.07	42.79

Business Service Network

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
97.67	97.90	98.14	98.37	98.60	98.80	99.00	99.20	99.40	99.60

Customer Care Center - IVR

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
37.73	41.49	45.25	49.00	52.76	55.75	58.75	61.74	64.74	67.73

Customer Care Center - Live Agent

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
40.66	44.42	48.18	51.93	55.69	58.68	61.68	64.67	67.67	70.66

Description

The purpose of this indicator is to improve the focus and responsiveness of customer issue resolution. The Customer Experience (CX) Resolution Composite indicator for the HQ CCMO scorecard is made up of four attribute questions continued within three NPA surveys, Customer 360 Survey "Successful Resolution"; Business Service Network Survey "Answered Clearly" & Customer Care Center Survey "Issue Resolution / IVR", "Issue Resolution / Live Agent". Each of those indicators are calculated to a final cell and combined as shown below.

CX Resolution Composite is one of three parts of the HQ CCMO Functional Effectiveness indicator and accounts for 30% of the total Functional Effectiveness for the CCMO.

Measurement Period

This performance indicator will be measured across each month and cumulative scores will be reported as Year-To-Date (YTD) results.

Data Source and Calculation

Source	–	Extract from CX database maintained by the survey vendor, InMoment and provided to NPA.
Indicator Value	–	Weighted Cell Block Value of overall Customer Satisfaction with USPS
Decimal Precision	–	Two decimals on each Survey score, zero decimals for final averaged Index Cell
Business Rule	–	Proportional Weights for CX Index (final Cell):

Survey	Resolution Attribute	Weight
Customer 360	Successful Resolution (Y/N)	10%
Business Service Network	Answered Clearly (6pt)	30%
Customer Care Center	Issue Resolution / IVR (Y/N)	30%
Customer Care Center	Issue Resolution / Live Agent (Y/N)	30%

The cell for each of the four components of the customer resolution indicator is weighted proportionally and aggregated. The aggregate value is the CX Resolution Composite - Index final cell.

Data Validation

CX scores can be validated at: http://blue.usps.gov/caweb/cesa/customer-insights-2.htm
eAccess to "Customer Insights" is required to enter the CI2.0 dashboard. Once in the page, click on the "Dashboard" drop down, select "Load Dashboard", select the "Shared Dashboard" tab, then select the CX Resolution Composite dashboard. There each portion can be validated by modifying the date range and then using the four scores displayed.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CCMO	Nation	30.0%	12.0%

FY23 - MSSC OSAT Survey

MSSC OSAT Survey   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
85.00	86.25	87.50	88.75	90.00	91.60	93.20	94.80	96.40	98.00

Description

This indicator measures the achieved YTD overall customer satisfaction experience provided by the Mailing Requirements customer interaction compared to the 90% target.

MSSC OSAT Survey *is one of three parts of the HQ CCMO Functional Effectiveness indicator and accounts for 20% of the total Functional Effectiveness for the CCMO.*

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	External Vendor InMoment (Formerly Martiz) Customer Experience Survey
Indicator Value	–	Cell Block Value of MSSC Overall Satisfaction of Mailing Requirements Customer Interaction.
Business Rule	–	% Achieved = Monthly Customer Satisfaction Survey Score
Decimal Precision	–	Two Decimals

Data Validation

Click the below link to directly access the MSSC page with the National MSSC OSAT Survey bargraph score (the far right bar labeled "National" is the MSSC OSAT Survey Score. Click on the image of the National OSAT bar and it will take you to the full workbook.

https://blue.usps.gov/mail-acceptance/mrc-mailing-shipping-solutions-helpdesk.htm

Note: The report can be accessed directly from the blue page using the above link. The link will take you to the MSSC Overall Satisfaction graph.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CCMO	Nation	20.0%	8.0%

FY23 - EEO Formals Per 100 Employees vs SPLY

EEO Formals Per 100 Employees vs SPLY   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1.11	1.07	1.03	0.99	0.95	0.76	0.57	0.38	0.19	0.00

Description

The indicator measures the number of formal complaints filed year-to-date per 100 employees using the current year's corporate populations, as compared to the number of formal complaints filed during the same period last year per 100 employees using last year's corporate population. An indicator less than 1 would indicate improved performance as an indicator greater than 1 would indicate declining performance.

EEO Formals Per 100 Employees vs SPLY is one portion (25%) of the HQ CHRO Functional Effectiveness indicator.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	—	iComplaints
Indicator Value	—	Ratio of EEO Complaint Rate to SPLY
Business Rule	—	$\dfrac{Formal\ Complaints\ filed\ YTD\ /\ Number\ of\ employees}{Formal\ Complaints\ filed\ YTD\ SPLY\ /\ Number\ of\ employees}$
Decimal Precision	—	Two Decimals

Data Validation

iComplaints- This website is only available to EEO Specialists

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CHRO	Nation	25.0%	10.0%

FY23 - Onboarding Achievement Rate

Employee Onboarding   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1.00	-3.00	-7.00	-11.00	-15.00	-19.00	-23.00	-27.00	-31.00	-35.00

Description

Employee Onboarding Achievement Rate is based on the number of monthly cancelled accessions compared to the number of cancelled accessions in the previous year. A cancelled accession is defined as an applicant that is hired and a Form 50 is processed but ultimately have their hire Form 50 accession cancelled.

Measurement Period

The monthly report is based on the number of cancelled accessions compared to the number of cancelled accessions the same month, the previous year.

The YTD is calculated by summing the cancelled accessions for all completed months compared to the sum of those same completed months the previous year.

Data Source and Calculation

Source — Human Capital Enterprise System (HCES)

Indicator Value — Number of monthly cancelled accessions divided by monthly Number of monthly cancelled accessions the previous year

Business Rule —
Formula for
single month: (Cancelled Accessions Month FY / Cancelled Accessions Month FY - 1) - 1

Example Rate
for single month: (1,667 Cancelled Accessions APR 22 / 2,227 Cancelled Accessions APR 21) - 1 = -25.15%

Example YTD : (29,306 Cancel Acc. OCT - JUN FY 22 / 24,675 Cancel Acc. OCT - JUN FY 21) - 1 = 18.77%

Decimal Precision — Two Decimals

Data Validation

HCES Data for Cancellation of Accession Nature of Actions (NOA) is retrieved using SQL from HRBI Database in Teradata.
Parameters include NOA codes: 398 with NOA Effective Dates only for the according month from formula above.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth Emp Util/FE Retail	Weight Emp Util/FE Retail	Total Weight Towards NPA Composite
HQ CHRO	Nation	25.0%	10.0%

FY23 - Critical Applications System Availability

Critical Applications System Availability

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
99.80	99.83	99.86	99.88	99.91	99.93	99.94	99.96	99.97	99.99

Description

This performance indicator measures the system availability of the Business Critical Applications (BCA). This is a monthly percentage measurement of availability for the 38 Business Critical Applications and the FY23 improvement efforts.

The selection of the BCAs is based on a combination of the EIR criticality of "high" or "moderate" as determined by the Business Impact Assessment (BIA), the impact to mail movement, revenue and customer experience, and the feedback from Senior Management.

Critical Applications Overall System Availability is one portion (50%) of the HQ CIO Functional Effectiveness indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	ITPA (Solarwinds, Neustar or Zabbix)
Indicator Value	–	Availability calculates each BCA = total YTD minutes - total YTD outage minutes / total YTD minutes, then average.
Business Rule	–	The YTD Critical Applications System Availability for the Business Critical Application (BCA) are measured and calculated each month. Availability of all BCAs are then averaged to calculate the Critical Applications System Availability percent.
Decimal Precision	–	Three Decimals

Data Validation

The Critical Applications System Availability is calculated and reported in Splunk and presented on the ESM dashboard as the Combined Average for
    The report can be accessed with this link:

Access to the ESM Availability dashboard can be requested via eAccess by requesting the following: Application name: Splunk, Operational Analytics - Splunk, select 'Request Access', under Select Appropriate Splunk Application for OAP: ESM.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CIO	Nation	50.0%	20.0%

FY23 - Network Availability

Network Availability   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
99.20	99.27	99.34	99.41	99.48	99.52	99.57	99.61	99.66	99.70

Description

This performance indicator measures connectivity of the telecom infrastructure. This is a percentage measurement of the USPS site availability and the FY23 improvement efforts.

The network team identified the connection, availability and the utilization for each site with a dedicated circuit connection.

Network Availability is one portion (50%) of the HQ CIO Functional Effectiveness indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	Zabbix
Indicator Value	–	Availability calc = (Averaged availability %'s for connected sites YTD)
		The Overall Network Availability is measured and calculated monthly. Availability of all sites are averaged to provide the Network Availability percent.
Business Rule	–	In the event a site is shut down or no longer active, the site will be removed from the calculations for Network Availability Reporting. By definition, an inactive site is a site that does NOT require connectivity. The Network Availability measure could have sites moving in/out of reporting. We focused on a definition of 'requiring connectivity' to be eligible for inclusion of the measure. If a site is retired/moved and the circuit is disconnected, it will be removed from the current monthly reporting. Circuits impacted by TIPN-e reporting issues and/or Force Majeure (acts of God) will also be removed from the current monthly reporting. Subsequently, new connection installations will be included in the calculations beginning the 1st full month of connection.
Decimal Precision	–	Two Decimals

Data Validation

Zabbix generates the availability of all the network sites via report from Splunk and presented on the dashboard as the Average Availability for all sites

Access to the Current Network Outages dashboard for Network Availability can be requested via eAccess by requesting the following: Application name: Splunk, Operational Analytics - Splunk, select 'Request Access', under Select Appropriate Splunk Application for OAP: ESM.

The report can be accessed here

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CIO	Nation	50.0%	20.0%

FY23 - % PMs Delinquent

% PMs Delinquent

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
22.50	17.88	13.25	8.63	4.00	3.20	2.40	1.60	0.80	0.00

Description

Delinquent Scheduled Maintenance is defined as the number of delinquently maintained vehicles divided by the total vehicles assigned to a VMF in SEAM. This indicator will ensure that delivery units have the vehicles necessary to provide delivery service to our customers in an efficient manner. A delinquently maintained vehicle is defined as a vehicle that was not serviced within two weeks of its PMI (Preventive Maintenance Inspection).

Delinquent Scheduled Maintenance is one portion (50%) of the Functional Effectiveness - Fleet Operations indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

A Delinquent Scheduled Maintenance year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first full week ending in October and the last full week ending in September.

FY 2023 (Current) = October 1 2022 to September 29, 2023
FY 2022 (SPLY) = September 25, 2021 to September 30, 2022

Data Source and Calculation

Source   –   SEAM

Indicator Value   –   % of delinquently maintained vehicles vs. total number of assigned vehicles

Business Rule   – $$\frac{\text{Deliquently Maintained Vehicles}}{\text{Total number of assigned vehicles}}$$

Decimal Precision   –   Two Decimals

Data Validation

SEAM   **Point of Contact:** Tracy Powers   Tracy.B.Powers@usps.gov

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ Fleet Management	Nation	45.0%	18.0%
Region Fleet Management	Region	45.0%	18.0%
Territory Fleet Management	Territory	45.0%	18.0%
Facility Fleet Management	LF	45.0%	18.0%

FY23 - Vehicle Availability

Vehicle Availability

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
93.50	94.38	95.25	96.13	97.00	97.55	98.10	98.65	99.20	99.75

Description

Vehicle Availability is defined as vehicle days in shop vs the total number of delivery days times the number of vehicles assigned to a Vehicle Maintenance Facility in SEAM. This indicator will ensure that delivery units have the vehicles necessary to provide delivery service to our customers in an efficient manner.

Vehicle Availability is one portion (50%) of the Functional Effectiveness - Fleet Operations indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

A Vehicle Availability year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first full week ending in October and the last full week ending in September.

FY 2023 (Current) = October 1 2022 to September 29, 2023
FY 2022 (SPLY) = September 25, 2021 to September 30, 2022

Data Source and Calculation

Source   –   SEAM

Indicator Value   –   % of days in shop vs. total number of days times total number of assigned vehicles

Business Rule   –

$$1 - \left(\frac{\text{Totay days in shop}}{\text{Total calendar days * Number of assigned vehicles}} \right)$$

Decimal Precision   –   Two Decimals

Data Validation

SEAM   **Point of Contact:** Tracy Powers   Tracy.B.Powers@usps.gov

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ Fleet Management	Nation	45.0%	18.0%
Region Fleet Management	Region	45.0%	18.0%
Territory Fleet Management	Territory	45.0%	18.0%
Facility Fleet Management	LF	45.0%	18.0%

FY23 - Law Department Client Survey

Law Department Client Survey   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
4.40	4.46	4.53	4.59	4.65	4.69	4.73	4.77	4.81	4.85

Description

The Law Department Client Survey indicator is based on the results of the Law Department's annual client survey, which measures the department's ability to effectively and efficiently provide legal advice, representation, and advocacy to the Postal Service in a timely, reliable, professional, and useful manner, with a focus on serving and protecting the organization and its people.

Law Department Client Survey is one portion (50%) of the Functional Effectiveness - GC indicator.

Measurement Period -

The Client Survey is administered in June and the results will be provided at the end of the FY.

Data Source and Calculation

Source	–	LDIS - Client Survey Application - The survey is sent via email to law department clients nationwide. The results are verified and tabulated by law department personnel.
Indicator Value	–	Average of the total number of responses received on all questions rated 1-5, where one is "Poor" and 5 is "Outstanding".
Business Rule	–	Sum of All Responses/Total Number of Responses
Decimal Precision	–	Two Decimals

Data Validation

Point of Contact - Keisha Chambers

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ GC	Nation	50.0%	20.0%

FY23 - Process FOIA Requests Timely

Process FOIA Requests Timely   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
90.00	91.25	92.50	93.75	95.00	95.60	96.20	96.80	97.40	98.00

Description

The goal of the Process FOIA Requests Timely is to ensure that less than 5% of the total number of FOIA requests received during the fiscal year are backlogged as overdue by the end of the fiscal year.

Process FOIA Requests Timely is one portion (20%) of the Functional Effectiveness - GC indicator.

Measurement Period -

Process FOIA Requests Timely will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	—	FOIA Express - FY Status Report
Indicator Value	—	The cumulative percentage of FOIA requests processed timely throughout the fiscal year.
Business Rule	—	(Total Requests Received - Total Overdue Requests)/Total Requests Received Example: (846-131)/846 = 84.52% FY22 YTD
Decimal Precision	—	2 Decimals

Data Validation

Point of Contact - Linda Crump

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ GC	Nation	20.0%	8.0%

FY23 - National Average Payout

National Average Payout

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
4857	4635	4413	4190	3968	3796	3625	3453	3282	3110

Description

The National Average Payout indicator is based on the national average payout of labor and employment cases.

National Average Payout is one portion (30%) of the Functional Effectiveness - GC indicator.

Measurement Period -

The National Average Payout will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	—	LawManager Case Management System - Payouts for closed cases will be entered into LawManager by assigned law department personnel.
Indicator Value	—	The combined national total payout of EEOC, MSPB and District Court cases closed within the fiscal year (excludes FORE, NLRB and contingent liability cases), divided by the total number of closed cases.
Business Rule	—	Sum Payout of Closed Cases/Total Number of Closed Cases
Decimal Precision	—	No Decimals

Data Validation

Point of Contact - Linda Crump

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ GC	Nation	30.0%	12.0%

FY23 – CBP ISC Intercept

CBP ISC Intercept

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
80.00	83.75	87.50	91.25	95.00	95.60	96.20	96.80	97.40	98.00

Description

Custom Border Patrol (CBP) ISC Intercept will be measured by taking the CBP hold requests that can be acted on by the ISCs (are neither In-Transit nor Late Holds) and determining the percentage that are handed over to customs for examination. Customs handover is acknowledged by any of the following scans: USPIS Possession Scan(CBPMAN P1 Code), CBP Release (ITEMRICS/ITEMOCLG), Item Seized (ITEMSZDI), Item Destroyed (ITEMDSTI), Formal Entry (ITEMFRMI), Internal Action (ITEMINTI), Return to Sender (ITEMRTNI), Item Forwarded to Fish and Wildlife (ITEMFWWI), Item Forwarded to Food and Drug (ITEMFWFI), Item Forwarded to USDA (ITEMFWAI) or Item Forwarded to Other Govt Agency (ITEMFWGI). This metric is calculated by ISC (including HNL, JEC, and N/A), by origin country, and by product (Express, Parcels, Tracked Packets, and Untracked Packets).

CBP ISC Intercept is one portion (50%) of the Functional Effectiveness - ISC indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	EMCDB, GBS data in EDW
Indicator Value	–	Successful hold percentage (by product, origin country and ISC)
Business Rule	–	(Count of CBP Hold request with Customs Handover Scans)/(Count of actionable CBP Hold Requests)*100
Decimal Precision	–	Two decimals

Data Validation

Qlik dashboard provides CBP hold performance detail

https://qlikpostal.usps.gov/sense/app/4aec8582-b43c-496e-aa09-7e8b8bd1c402/overview

Select Multi-Month Summaries, then use filter to select month, ISC, etc. to display CBP hold % for desired period

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
ISC Processing	LF	50.0%	20.0%

FY23 - Air Network Utilization

Air Network Matrix Utilization

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
88.80	90.39	91.98	93.56	95.15	96.12	97.09	98.06	99.03	100.00

Bypass Utilization

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
39.27	45.95	52.64	59.32	66.00	72.80	79.60	86.40	93.20	100.00

Description

Air Network Utilization will be a two part weighted index, Air Network Matrix Utilization (85%), and Bypass Utilization (15%).

Air Network Matrix Utilization measures the utilization of the air network capacity and includes the FX, UPS, CAIR and supplemental air carriers. The targets and achievement will be based on a weighted factor determined by market share of volume and planned versus actual utilization.

Bypass Utilization – measures the utilization of the planned bypass containers on the FX network. The targets and achievement will be based on possible utilization (based on assignments) versus actual utilization.

Air Network Utilization is one portion (35%) of the Functional Effectiveness - Logistics indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source — Financial reports and Enterprise Data Warehouse

Indicator Value — Target is a weighted factor for the FX (80% of volume at 95%) and other cargo (20% of volume at 90%).

Air Network Matrix Utilization is based on the following targets:
FX – 95% of planned capacity
UPS – 90% of planned capacity
CAIR - 100% assigned vs. Tendered
Supplementals – 90% of planned capacity.
Calculated based on total cft for all the above networks and then weight the utilization based on the network contribution to total to come up with one utilization number.

Bypass Utilization is produced by calculating the bypass utilization for the FX network based on possible ULD utilization (based on assigned volume) versus Actual ULDs tendered to FX.

Business Rule —

Each indicator is calculated to a final cell multiplied by the weights above, added together and rounded to a whole number as shown in the example below.

Example

Indicator	Score	Cell		Weight		Score	
Air Network Capacity Utilization	96.12	5	x	85%	=	4.25	4.55
Bypass Utilization	40.16	2	x	15%	=	0.30	**Rounds** to Cell 5
						4.55	

Decimal Precision — Two Decimals

Data Validation

NPA Air Network Utilization

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CLO	Nation	35.0%	14.0%
Region Logistics	Region	35.0%	14.0%
Division Logistics	Division	35.0%	14.0%
Plant and ISC Logistics	Division	35.0%	14.0%

FY23 - Surface Transportation Trip Utilization

Surface Transportation Trip Utilization   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
43.00	45.06	47.13	49.19	51.25	55.00	58.75	62.50	66.25	70.00

Description

Surface Transportation Trip Utilization measures the utilization of the surface network capacity. It is a measurement of the average load percentage utilization of each outbound HCR and PVS trip based on the containers loaded compared to the number of containers that could be loaded. The utilization of an entire trip will be calculated by adding the utilization of each leg and adjusted for mileage. The operational window will be all departed trips within the 24-hour window.

"Trip Type" as shown in the dashboard will be defined to include 5 trip types including: Other (Primarily includes trips to mailers), Plant to CAIR, Plant to Delivery Unit (Plant to DU), Plant to Plant, and Plant to THS.

Surface Transportation Trip Utilization is one portion (25%) of the Functional Effectiveness - Logistics indicator, as well as one portion (47%) of the Functional Effectiveness - Plant STC indicator .

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source   —   SV Web

Indicator Value   —   This measurement is derived by dividing the number of containers loaded by the total container capacity of a trip as reported in SV Web, and performance will be reported as a percentage.

$$\frac{\text{Sum of ALL non-excluded Trip Load Percentage}}{\text{Count of All non-excluded Trips}}$$

Decimal Precision   —   Two Decimals

See further notes on Truck Utilization methodology, filters, exclusions and calculations here.

Data Validation

Click here to access Dashboard for validating

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CLO	Nation	25.0%	10.0%
Region Logistics	Region	25.0%	10.0%
Division Logistics	Division	25.0%	10.0%
Plant and ISC Logistics	LF	25.0%	10.0%

FY23 - Trips on Time

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
66.20	70.90	75.60	80.30	85.00	87.40	89.80	92.20	94.60	97.00

Description
The Trips On-Time indicator is a measurement of the rate of Actual Departures to Scheduled Departures for HCR/PVS transportation that are outbound to all locations (with the exception of MTESC, Christmas, Go-Anywhere, Air to Surface Diversion, Ramp Clerk, and extra trips).

Trips on Time is one portion (25%) of the Functional Effectiveness - Logistics indicator.

Measurement Period
This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source   —   SV - Surface Visibility

Indicator Value   —   % actual departures on time to scheduled departures

Business Rule   —   Trips on Time Rate: $\dfrac{\#On\ Time\ Departures + \#Early\ Departures}{\#Scheduled\ Departures - \#Cancelled\ Trips} \times 100$

Decimal Precision   —   Two Decimals

Notes: NDC trips will be provided a 20 minute buffer due to YV override of SV Depart Scan. Un-scanned trips and manually edited trips are counted as Late Trips.

See further notes on methodology, filters, exclusions and calculations here.

Data Validation
@@SV Transportation Summary - SV Trips On Time Dashboard NPA | Sheet - Qlik Sense (usps.gov)

Note that the Qlik Trips On Time dashboard only shows data for the previous 12 postal weeks including current postal week up through the previous day.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CLO	Nation	25.0%	10.0%
Region Logistics	Region	25.0%	10.0%
Division Logistics	Division	25.0%	10.0%
Plant and ISC Logistics	LF	25.0%	10.0%

FY23 - Processing Index

Processing Index

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

Description

The Processing Index for the Functional Effectiveness indicator on Processing and Maintenance scorecards is made up of two other NPA Indicators, Four Walls Service and Division Performance. Each of those indicators is calculated to a final cell and combined as shown below.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source — See individual Indicator Information pages to see the source for each part

Business Rule — The Processing Service Index indicator is calculated from the final cells of the two parts as noted:
Four Walls Service - 50%
Division Performance - 50%
The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.

Example —

Final achieved Cell for:					
Four Walls Service - **3**	x 50%	=	1.50 +	=	4.50
Division Performance - **6**	x 50%		3.00		(Rounds to Cell 5)

Decimal Precision — 0 Decimals

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Processing Index indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CPDO	Nation	40.0%	16.0%
Region Processing and Maintenance	Region	40.0%	16.0%
Division Processing and Maintenance	Division	40.0%	16.0%
Plant Processing and Maintenance	LF/Division	40.0%	16.0%

FY23 - Operating Plan Precision

Operating Plan Precision

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
57.50	62.88	68.25	73.63	79.00	82.90	86.80	90.70	94.60	98.50

Description

Operating Plan Precision indicator is the percentage of achieved operating plan based on site specific designed operating plans during the current NPA Year.

Operating Plan Precision measures the precise achievement capability within each facility.
Operating Plan Precision is measured by lead finance number as the pass or fail of the major operational groupings that are run within a facility.
   (i.e. cancellations, OG Primary, OG Secondary, Incoming, DPS)

Operating Plan Precision is one portion (30%) of the Functional Effectiveness - Processing and Maintenance indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

An Operating Plan Precision year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first full week ending in October and the last full week ending in September.
The range for precision is 0% - 100%

FY 2023 (Current) = October 1, 2022 to September 29, 2023

Data Source and Calculation

Source	–	Operating Plan Dashboard
Indicator Value	–	Percent precision achieved in current Operating Plan Precision year

Organizational unit (Lead Finance, Division, Region) must have an active site specific operating plan active the current Operating Plan year. Otherwise they are considered an 'exception' and their Functional Effectiveness - Processing and Maintenance will not include Operating Plan Precision.

$$\frac{(Operational\ groupings\ passed)}{(Total\ Operational\ groupings\ run)} = Operating\ Plan\ Precision$$

Business Rule   –   Example: If a site had 12 operational groupings run during a MODS day during 302 days they would have 3624 groupings. If they completed running 8 of the operations each MODS day they would have passed 2416 operations and finished this year with a 66.67% Operating Plan Precision

$$\frac{(2416)}{(3624)} = 66.67\% = Cell\ 4$$

Decimal Precision   –   Two Decimals

Data Validation
Operating Plan Dashboard
Select the "FAQ's & Archives" link, then select the "NPA Archives" and open in Excel. Unhide the "Data" tab for detailed site information.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CPDO	Nation	25.0%	10.0%
Region Processing and Maintenance	Region	25.0%	10.0%
Division Processing and Maintenance	Division	25.0%	10.0%
Plant Processing and Maintenance	LF	25.0%	10.0%

FY23 - Division Performance

          Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
95.25	95.56	95.88	96.19	96.50	96.85	97.20	97.55	97.90	98.25

Description

Division Performance (FC Letters, Flats and Packages) will be measured using a Two-Day composite processing score for First Class Mail and First-Class Packages and a composite score for Priority Overnight Packages.

To accomplish this, performance scores will be calculated by (the total on-time pieces) divided by (total pieces in service measurement) and reported as a single composite of all pieces.

It will be measured at the Processing Division Level.

Division Service is one portion (50%) of the Processing Index. The Processing Index is one portion (40%) of the Functional Effectiveness - Processing and Maintenance indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	IV - SPM/MPPV (letters and flats), EDW - Package Product Reporting (packages)
Indicator Value	–	Rate = % On-Time
Business Rule	–	Rate = Passed Pieces/Total Pieces X100
Decimal Precision	–	Two Decimals

Data Validation

First Class 2 Day Composite

Processing Score Heat Map

Filtered to Mail Class: First Class and Mail Class: 2-Day Composite.

2 Day First Class Packages

EDW: Product Performance Reporting -->Shared Reports --> Shared User Folder --> *Headquarters --> NPA Prompted Reports --> First Class Packages Service Performance Composite

Priority Overnight Packages

EDW: Product Performance Reporting -->Shared Reports --> Shared User Folder --> *Headquarters --> NPA Prompted Reports --> PMSP - Priority Mail Service Performance Composite

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CPDO	Nation	20.0%	8.0%
Region Processing and Maintenance	Region	20.0%	8.0%
Division Processing and Maintenance	Division	20.0%	8.0%
Plant Processing and Maintenance	Division	20.0%	8.0%

FY23 - Four Walls Service

Four Walls Service

1	2	3	4	5	6	7	8	9	10
95.75	96.31	96.88	97.44	98.00	98.30	98.60	98.90	99.20	99.50

Description

Four Wall Service will measure the impact of mail processing operations for SCF Letters & Flats along with FC Presort Overnight against the established standards.

Processing scores will be calculated by (the total on time pcs) divided by (the total pieces in measurement) and reported as a single composite of all pieces. It is measured at the Lead Finance Level.

Four Wall Service is one portion (50%) of the Processing Index. The Processing Index is one portion (40%) of the Functional Effectiveness - Processing and Maintenance indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	IV - SPM/MPPV (letters and flats)
Indicator Value	–	Rate = % On-Time
Business Rule	–	Rate = Passed Pieces/Total Pieces X100
Decimal Precision	–	Two Decimals

Data Validation

Processing Score Heat Map

Filtered to Mail Class: USPS Marketing Mail and First Class and Mail Class: Overnight Presort, DSCF Letters, and DSCF Flats.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CPDO	Nation	20.0%	8.0%
Region Processing and Maintenance	Region	20.0%	8.0%
Division Processing and Maintenance	Division	20.0%	8.0%
Plant Processing and Maintenance	LF/Division	20.0%	8.0%

FY23 - Efficiency Index % SPLY

Efficiency Index % SPLY   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
-16.24	-12.18	-8.12	-4.06	0.00	1.90	3.80	5.70	7.60	9.50

Description

Efficiency Index (EI) % SPLY indicator is the improvement in the relative percentage of EI Opportunity from SPLY (baseline) captured in the Current NPA Year.

EI measures efficiency within each facility by determining workload content (TPH and/or non-add TPH x1 for letters, x3.5 for flats and x23.3 for packages) divided by total workhours.
EI improvement is measured by lead finance number as the difference between baseline and the actual Percent Achieved.

Efficiency Index % SPLY is one portion (20%) of the Functional Effectiveness - Processing and Maintenance indicator as well as one portion (30%) of the Functional Effectiveness - ISC indicator

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

An EI year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first full week ending in October and the last full week ending in September.

FY 2023 (Current)   = October 1, 2022 to September 29, 2023
FY 2022 (SPLY/Baseline)   = September 25, 2021 to September 30, 2022

Data Source and Calculation

Source   –   Efficiency Index (EI)

Indicator Value   –   Percent improvement in current EI year compared to EI SPLY/baseline year.

                                     Organizational unit (Lead Finance, Division, Region) must be active in EI in the current EI year. Otherwise they are considered an 'exception' and their Functional Effectiveness - Processing and Maintenance will not include EI.

$$\frac{(Year\ EI)-(Baseline\ EI)}{(Baseline\ EI)} = EI\ Precision$$

Business Rule   –

                                     Example: If a site was at 2800 achieved last year and finished this year with a 2835 achieved, they improved their precision by 1.25%

$$\frac{(2835)-(2800)}{(2800)} = 1.25\% = Cell\ 5$$

Decimal Precision   –   Two Decimals

Data Validation

Efficiency Index - Power BI (powerbigov.us)

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CPDO	Nation	25.0%	10.0%
Region Processing and Maintenance	Region	25.0%	10.0%
Division Processing and Maintenance	Division	25.0%	10.0%
Plant Processing and Maintenance	LF	25.0%	10.0%

FY23 - REC Site Keyer Effectiveness

REC Site Keyer Effectiveness - IPKH   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
880.00	882.75	885.50	888.25	891.00	893.80	896.60	899.40	902.20	905.00

REC Site Keyer Effectiveness - Keyer Efficiency   Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
85.20	85.37	85.55	85.72	85.89	86.06	86.23	86.41	86.58	86.75

Description

Images Per Keying Hour and Efficiency (Dual Indicator 50/50)
Images Per Keying Hour - measures the rate of images keyed per hour per keyer while at a console and not idle
Efficiency - number of hours logged into a console divided by the number of hours on the clock in a keying function

This indicator servers as the Functional Effectiveness indicator for the REC scorecard.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	WebROADS, eFlash, WebAPAT
Indicator Value	–	Images Per Keying Hour (IPKH) 50% indicator value; Efficiency 50% indicator value
Business Rule	–	Images Per Keying Hour (IPKH) = Total Images / (Total Console Hours-Idle Hours) Keyer Efficiency is Total Console Hours ÷ LDC 15 Hours
Decimal Precision	–	2 decimals

Data Validation

TBD

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
REC	LF	100.0%	40.0%

FY23 - CSV/SOV

1	2	3	4	5	6	7	8	9	10
77.50	81.88	86.25	90.63	95.00	103.00	111.00	119.00	127.00	135.00

CSV/SOV Opportunity % SPLY   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
-99.99	-70.00	-40.01	-10.01	19.98	35.98	51.98	67.99	83.99	99.99

Description

For Fiscal Year 2023 Customer Service Variance/Small Office Variance (CSV/SOV) will be a 2 part indicator, CSV/SOV Variance and CSV/SOV Opportunity % SPLY. Each part of the indicator will be scored to the 10 cell matrix and the GREATER of the two cells will become the overall score.

CSV/SOV Variance measures efficiency as Earned Hours divided by Actual Hours and is represented as Percent Achieved with 100% representing a target match of workhours to workload.

CSV/SOV Opportunity % SPLY is the improvement in the relative percentage of SPLY CSV/SOV Opportunity captured in the Current NPA Year. CSV/SOV Opportunity is measured as the difference between 100% and the actual Percent Achieved. If 100% or greater is achieved in the current NPA year, the result is block 10 and the score will be shown as 99.99. If 100% or greater was achieved in the prior year and less than 100% was achieved in the current year, the result is block 0 and the score will be shown as -99.99.

CSV/SOV is one portion (30%) of the Functional Effectiveness - Retail and Delivery indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

A CSV/SOV year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first full week ending in October and the last full week ending in September. Each monthly publishing will be YTD through the last full week of the month.

FY 2023 (Current) = October 1, 2022 to September 29, 2023
FY 2022 (SPLY) = September 25, 2021 to September 30, 2022

Data Source and Calculation

Source   –   Customer Service Variance (CSV) or Small Office Variance (SOV)

Indicator Value   –

CSV/SOV Variance - Actual percent achieved of Earned Hours divided by Actual Hours

CSV/SOV Opportunity % SPLY - Change in Percent Achieved in current CSV/SOV year as a percent of total CSV/SOV Opportunity percent in SPLY CSV/SOV year.

CSV/SOV Variance - Organizational unit (Lead Finance, MPOO, District, Area) must be active in CSV/SOV in the current CSV/SOV year and for at least 26 weeks in the SPLY CSV/SOV year. Otherwise they are considered an 'exception' and their Functional Effectiveness - Retail and Delivery will not include CSV/SOV.

$$\left(\frac{Current\ FY\ Earned\ Hours}{Current\ FY\ Actual\ Hours} \right) x\ 100$$

CSV/SOV Opportunity % SPLY - Organizational unit (Lead Finance, MPOO, District, Area) must be active in CSV/SOV in the current CSV/SOV year and for at least 26 weeks in the SPLY CSV/SOV year. Otherwise they are considered an 'exception' and their Functional Effectiveness - Retail and Delivery will not include CSV/SOV.

$$\left(\frac{Current\ Percent\ Achieved - SPLY\ Percent\ Achieved}{100\% - SPLY\ Percent\ Achieved} \right) x\ 100$$

Business Rule   –

Example: If a site was at 78.00% achieved last year and finished this year with a 82.00% achieved, they closed the gap by 18.18%

$$\frac{(82.00 - 78.00)}{(100.00 - 78.00)} = \frac{4}{22} = 0.1818\ x\ 100 = 18.18 = Cell\ 4$$

Each part of the indicator will be scored to the 10 cell matrix and the GREATER of the two cells will become the overall score. EXAMPLES:

	Metric	Score	Cell	CSV/SOV FE Score
EXAMPLE 1:	CSV/SOV Opportunity % SPLY	-78.52	0	
	CSV/SOV Variance	98.65	5	→ 5
EXAMPLE 2:	CSV/SOV Opportunity % SPLY	99.99	10	
	CSV/SOV Variance	103.12	6	→ 10
EXAMPLE 3:	CSV/SOV Opportunity % SPLY	52.68	7	
	CSV/SOV Variance	94.65	4	→ 7
EXAMPLE 4:	CSV/SOV Opportunity % SPLY	-25.56	2	
	CSV/SOV Variance	121.23	8	→ 8

Decimal Precision   –

Data Validation

Variance Programs (variance.usps.gov) > Customer Service F-4 > CSV/SOV NPA Validation

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CRDO	Nation	30.0%	12.0%
Area Retail and Delivery	Area	30.0%	12.0%
District Retail and Delivery	District	30.0%	12.0%
MPOO	MPOO	30.0%	12.0%
Post Office 22 or above	LF	30.0%	12.0%
Post Office 21-20	LF	30.0%	12.0%
Post Office 18 or below	LF	30.0%	12.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	30.0%	12.0%

FY23 - F2DPH % SPLY

F2DPH % SPLY

1	2	3	4	5	6	7	8	9	10
-5.00	-3.69	-2.38	-1.06	0.25	3.20	6.15	9.10	12.05	15.00

Description

Function 2 Deliveries Per Hour measures the total of all deliveries per hour by dividing total delivery hours by the total number of delivery points. F2DPH % SPLY compares YTD F2DPH Rate to the same period last year with an adjustment for package volume increase/decrease. Package volume will be those pieces that receive a STC regardless of mail class for Rural, City or Parcel Post Routes.

For the purpose of this metric F2DPH is YTD cumulative city deliveries possible plus YTD cumulative rural boxes possible divided by all function 2 workhours excluding LDC 20 and including a parcel volume SPLY impact factor. Adjusted SPLY Packages: SPLY Package volume divided by the number of SPLY delivery days, multiplied by Current FY Delivery Days to have comparable volume for the same number of days to compensate for the change in parcel volume for DDU shippers over time. Examples would be offices that are new to Amazon/UPS/Walmart and parcel volumes are much greater to SPLY and therefore needing more hours for the same possible deliveries vs. those that lost DDU volume and would then greatly reduce hours compared to SPLY with the same possible deliveries.

F2DPH % SPLY is one portion (50%) of the Functional Effectiveness - Retail and Delivery indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

A F2DPH % SPLY year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first full week ending in October and the last full week ending in September.

FY 2023 (Current) = October 1 2022 to September 29, 2023
FY 2022 (SPLY) = September 25, 2021 to September 30, 2022

Data Source and Calculation

Source   –   eFlash (Possible Deliveries and Workhours) and EDW (Product Performance Reporting - Stop the Clock scans)

Indicator Value   –   % of actual F2DPH to SPLY with calculated SPLY volume impact

Deliveries Per Hour (DPH) is the combined cumulative possible deliveries (CUPD for City and CURP for Rural in eFlash) divided by all F2 work hours (excluding LDC 20). The LDCs included are: 21, 22, 23, 24, 25, 26, 27, 28, 29 and 92. F2DPH % SPLY divides the YTD F2DPH by an adjusted SPLY F2DPH to account for package volume.

F2DPH % SPLY Formula:

$$\left(\frac{\text{YTD F2DPH}}{\text{Adjusted SPLY F2DPH}} \right) -1 \times 100$$

Adjusted SPLY F2DPH Formula: (Bottom portion of the above formula)

Business Rule   –

$$\left(\frac{(\text{SPLY CUPD} + \text{SPLY CURP})}{((\text{SPLY F2B} + \text{SPLY F2A}) + ((\text{YTD Packages} - (\text{SPLY Packages} + \text{Adj for Del Days})) \times 1 \text{ Minute})} \right)$$

Notes:
1 Minute = 0.017 (1/60)

Adjustment for Delivery Days applies the difference in delivery days between YTD and SPLY to SPLY packages.

Volume adjustment and delivery day example: If there were 1,000 packages SPLY with 200 delivery days but there are 201 delivery days YTD with 1,300 packages you would take the YTD packages minus SPLY packages (1,300 - 1,000 = 300 and add the adjustment for any delivery day changes. The adjustment for delivery days is SPLY packages divided by the SPLY YTD delivery days multiplied by the delivery day difference (1,000 / 200 x 1 = 5). Adding the 300 volume adjustment to the 5 for delivery day adjustment results in 305, this is multiplied by 0.017 which results in 5.185 additional hours.

Decimal Precision   –   Two Decimals

Data Validation

Please click here for instructions on how to validate F2DPH using eFlash.

Package Volume Modification:

EDW > Product Performance Reporting > Shared Reports > Scan Performance > Delivering Every Scan 2

Section 5 choose Stop the Clock Count

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CRDO	Nation	50.0%	20.0%
Area Retail and Delivery	Area	50.0%	20.0%
District Retail and Delivery	District	50.0%	20.0%
MPOO	MPOO	50.0%	20.0%
Post Office 22 or above	LF	50.0%	20.0%
Post Office 21-20	LF	50.0%	20.0%
Post Office 18 or below	LF	50.0%	20.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	50.0%	20.0%