

FY21 - CSV/SOV Opportunity % SPLY

CSV/SOV Opportunity % SPLY

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1.13	5.84	10.56	15.27	19.98	33.15	46.33	59.50	72.68	85.85

Description

Customer Service Variance/Small Office Variance (CSV/SOV) indicator is the improvement in the relative percentage of SPLY CSV/SOV Opportunity captured in the Current NPA Year.

Customer Service Variance/Small Office Variance (CSV/SOV) 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 is measured as the difference between 100% and the actual Percent Achieved.

CSV/SOV Opportunity % SPLY 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.

FY 2021 (Current) = September 26, 2020 to September 24, 2021

FY 2020 (SPLY) = September 28, 2019 to September 25, 2020

Data Source and Calculation

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

Indicator Value – Change in Percent Achieved in current CSV/SOV year as a percent of total CSV/SOV Opportunity percent in SPLY CSV/SOV year.
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.

Measured unit must be under 100% Percent Achieved in SPLY CSV/SOV year.

$$\frac{\text{Current Percent Achieved} - \text{SPLY Percent Achieved}}{100\% - \text{SPLY Percent Achieved}}, (\text{capped at } 100\%)$$

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%

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

Decimal Precision – Two Decimals

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	Total Weight Towards Composite
Area Retail Delivery and Marketing	Area	30.0%	30.0%
District Retail Delivery and Marketing	District	30.0%	30.0%
MPOO	MPOO	30.0%	30.0%
Post Office 22 or above	LF	30.0%	30.0%
Post Office 21-20	LF	30.0%	30.0%
Post Office 18 or below	LF	30.0%	30.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	30.0%	30.0%