



Don Flak
Executive Director
Performance and Field Operations Support

May 31, 2023

HQ
FEBRUARY YTD





NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - FEB FY2023 Year-to-date

HQ CFO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.52	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.39	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.92	3 x	7% =	0.2100
Functional Effectiveness HQ CFO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	95.25	4 x	5% =	0.2000
Scanning Visibility	97.16	96.84	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.04	3		
Customer Experience - C360 Rate	40.05	40.41	5		
Customer Experience - C360 Imp	5.00	7.44	5		
Customer Experience - BSN	98.00	98.74	10		
Customer Experience - BMEU	96.29	97.05	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.88	84.26	10		
Customer Experience - USPS.com	73.41	72.96	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.96	5		
Total Accidents Imp	-10.00	-16.15	6		
Total Accidents Avg			5 x	5.5% =	0.2750
Employee Availability Rate	92.52	90.42	2		
Employee Availability Imp	0.50	1.17	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	9.96	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	15.96	3		
Grievance - Cost Reduction	0.00	-2.29	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.37



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - FEB FY2023 Year-to-date

HQ CIO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.52	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.39	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.92	3 x	7% =	0.2100
Functional Effectiveness HQ CIO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	95.25	4 x	5% =	0.2000
Scanning Visibility	97.16	96.84	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.04	3		
Customer Experience - C360 Rate	40.05	40.41	5		
Customer Experience - C360 Imp	5.00	7.44	5		
Customer Experience - B5N	98.00	98.74	10		
Customer Experience - BMEU	96.29	97.05	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.88	84.26	10		
Customer Experience - USPS.com	73.41	72.96	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.96	5		
Total Accidents Imp	-10.00	-16.15	6		
Total Accidents Avg			5 x	5.5% =	0.2750
Employee Availability Rate	92.52	90.42	2		
Employee Availability Imp	0.50	1.17	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	9.96	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	15.96	3		
Grievance - Cost Reduction	0.00	-2.29	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.37



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - FEB FY2023 Year-to-date

HQ CRDO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.52	3 x	9% =	0.2700	F2DPH % SPLY	0.25	2.74	5 x	50% =	2.5000
Total Revenue % to Plan	0.00	-0.39	4 x	7% =	0.2800	CSW/ISOV Variance	95.00	93.89	4		
Total Operating Expense (TOE)	0.00	1.92	3 x	7% =	0.2100	CSW/ISOV Opportunity % SPLY	19.98	41.62	6		
Functional Effectiveness Retail and Delivery			5 x	40% =	2.0000	CSW/ISOV	5	6	6 x	30% =	1.8000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600	Employee Separation Rate - R&D	-6.00	9.96	2 x	20% =	0.4000
Competitive Composite	95.75	95.25	4 x	5% =	0.2000	Functional Effectiveness Retail and Delivery					5
Scanning Visibility	99.30	99.12	3 x	4% =	0.1200						
Customer Experience - Delivery	80.94	75.04	3								
Customer Experience - C360 Rate	40.05	40.41	5								
Customer Experience - C360 Imp	5.00	7.44	5								
Customer Experience - BSN	98.00	98.74	10								
Customer Experience - BMEU	96.29	97.05	10								
Customer Experience - POS	87.46	86.19	4								
Customer Experience - CCC	69.88	84.26	10								
Customer Experience - USPS.com	73.41	72.96	4								
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300						
Total Accidents Rate	14.25	14.54	4								
Total Accidents Imp	-10.00	-1.96	1								
Total Accidents Avg			4 x	5.5% =	0.2200						
Employee Availability Rate	92.52	90.42	2								
Employee Availability Imp	0.50	1.17	6								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	9.96	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	15.96	3								
Grievance - Cost Reduction	0.00	-2.29	5								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					4.31						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - FEB FY2023 Year-to-date

HQ CTO

Performance Indicator	Goal	Achieved	Cell		Allocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell		Allocated	Weighted		
			Value	Weight						Value	Weight			Rating	
Controllable Income	0.50	-0.52	3	x	9%	=	0.2700	Total Operating Expense (TOE) - CTO	0.00	1.92	3	x	15%	=	0.4500
Total Revenue % to Plan	0.00	-0.39	4	x	7%	=	0.2800	Market Dominant Composite - CTO	93.00	92.66	4	x	25%	=	1.0000
Total Operating Expense (TOE)	0.00	1.92	3	x	7%	=	0.2100	Competitive Composite - CTO	95.75	95.25	4	x	35%	=	1.4000
Functional Effectiveness HQ CTO			4	x	40%	=	1.6000	Scanning Visibility - CTO	97.16	96.84	3	x	25%	=	0.7500
Market Dominant Composite	93.00	92.66	4	x	4%	=	0.1600	Functional Effectiveness HQ CTO						4	
Competitive Composite	95.75	95.25	4	x	5%	=	0.2000								
Scanning Visibility	97.16	96.84	3	x	4%	=	0.1200								
Customer Experience - Delivery	80.94	75.04	3												
Customer Experience - C360 Rate	40.05	40.41	5												
Customer Experience - C360 Imp	5.00	7.44	5												
Customer Experience - BSN	98.00	98.74	10												
Customer Experience - BMEU	96.29	97.05	10												
Customer Experience - POS	87.46	86.19	4												
Customer Experience - CCC	69.88	84.26	10												
Customer Experience - USPS.com	73.41	72.96	4												
Customer Experience Index	4.50	6.10	6	x	5.5%	=	0.3300								
Total Accidents Rate	13.25	12.96	5												
Total Accidents Imp	-10.00	-16.15	6												
Total Accidents Avg			5	x	5.5%	=	0.2750								
Employee Availability Rate	92.52	90.42	2												
Employee Availability Imp	0.50	1.17	6												
Employee Availability Avg	5.00	4.00	4												
Employee Separation Rate	-6.00	9.96	2												
Grievance - Step	1.50	0.00	10												
Grievance - Case Pending	0.00	15.96	3												
Grievance - Cost Reduction	0.00	-2.29	5												
Grievance Avg	5.00	6.00	6												
Employee Utilization			4	x	13%	=	0.5200								
NPA Composite Performance Summary							3.97								



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - FEB FY2023 Year-to-date

HQ PMG

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.52	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.39	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.92	3 x	7% =	0.2100
Functional Effectiveness HQ PMG	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	95.25	4 x	5% =	0.2000
Scanning Visibility	97.16	96.84	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.04	3		
Customer Experience - C360 Rate	40.05	40.41	5		
Customer Experience - C360 Imp	5.00	7.44	5		
Customer Experience - BSN	98.00	98.74	10		
Customer Experience - BMEU	96.29	97.05	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.88	84.26	10		
Customer Experience - USPS.com	73.41	72.96	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.96	5		
Total Accidents Imp	-10.00	-16.15	6		
Total Accidents Avg			5 x	5.5% =	0.2750
Employee Availability Rate	92.52	90.42	2		
Employee Availability Imp	0.50	1.17	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	9.96	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	15.96	3		
Grievance - Cost Reduction	0.00	-2.29	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.37