



Don Flak
Executive Director
Performance and Field Operations Support

May 31, 2023

HQ
OCTOBER YTD





NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ CCMO

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	0.42	4 x	9% =	0.3600	Annual Sales Closed % Plan	100.00	159.53	10 x	50% =	5.0000
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500	CX Resolution - C360 - Successful Resolution	39.21	43.40	10		
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400	CX Resolution - BSN - Answered Clearly	98.60	99.35	8		
Functional Effectiveness HQ CCMO			9 x	40% =	3.6000	CX Resolution - CCC - IVR	52.76	59.57	7		
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400	CX Resolution - CCC - Live Agent	55.68	65.01	8		
Competitive Composite	95.75	97.07	10 x	5% =	0.5000	CX Resolution Composite	5.00	8.00	8 x	30% =	2.4000
Scanning Visibility	97.16	96.85	3 x	4% =	0.1200	MSSC OSAT Survey	90.00	92.75	6 x	20% =	1.2000
Customer Experience - Delivery	80.94	74.90	3			Functional Effectiveness HQ CCMO					9
Customer Experience - C360 Rate	40.05	40.38	5								
Customer Experience - C360 Imp	5.00	10.84	6								
Customer Experience - BSN	98.00	98.40	7								
Customer Experience - BMEU	96.29	97.00	10								
Customer Experience - POS	87.46	86.07	4								
Customer Experience - CCC	69.88	84.22	10								
Customer Experience - USPS.com	73.41	75.51	6								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	11.91	7								
Total Accidents Imp	-10.00	-14.53	6								
Total Accidents Avg			7 x	5.5% =	0.3850						
Employee Availability Rate	92.52	90.16	2								
Employee Availability Imp	0.50	0.52	5								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	12.52	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	2.41	4								
Grievance - Cost Reduction	0.00	-31.15	7								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					6.55						



NATIONAL PERFORMANCE ASSESSMENT

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HQ CFO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	0.42	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400
Functional Effectiveness HQ CFO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400
Competitive Composite	95.75	97.07	10 x	5% =	0.5000
Scanning Visibility	97.16	96.85	3 x	4% =	0.1200
Customer Experience - Delivery	80.84	74.90	3		
Customer Experience - C360 Rate	40.05	40.38	5		
Customer Experience - C360 Imp	5.00	10.84	6		
Customer Experience - BSN	98.00	98.40	7		
Customer Experience - BMEU	96.29	97.00	10		
Customer Experience - POS	87.46	86.07	4		
Customer Experience - CCC	69.88	84.22	10		
Customer Experience - USPS.com	73.41	75.51	6		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	11.91	7		
Total Accidents Imp	-10.00	-14.53	6		
Total Accidents Avg			7 x	5.5% =	0.3850
Employee Availability Rate	92.52	90.16	2		
Employee Availability Imp	0.50	0.52	5		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	12.52	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	2.41	4		
Grievance - Cost Reduction	0.00	-31.15	7		
Grievance Avg	5.00	7.00	7		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.95



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ CHRO

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	0.42	4 x	9% =	0.3600	Onboarding Achievement Rate	-15.00	-70.00	10 x	25% =	2.5000
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500	EEO Formals Per 100 Employees vs SPLY	0.95	0.93	5 x	25% =	1.2500
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400	Employee Utilization - CHRO	5.00	4.00	4 x	50% =	2.0000
Functional Effectiveness HQ CHRO			6 x	40% =	2.4000	Functional Effectiveness HQ CHRO					B
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400						
Competitive Composite	95.75	97.07	10 x	5% =	0.5000						
Scanning Visibility	97.16	96.85	3 x	4% =	0.1200						
Customer Experience - Delivery	80.94	74.90	3								
Customer Experience - C360 Rate	40.05	40.38	5								
Customer Experience - C360 Imp	5.00	10.84	6								
Customer Experience - BSN	98.00	98.40	7								
Customer Experience - BMEU	96.29	97.00	10								
Customer Experience - POS	87.46	86.07	4								
Customer Experience - CCC	69.88	84.22	10								
Customer Experience - USPS.com	73.41	75.51	6								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	11.91	7								
Total Accidents Imp	-10.00	-14.53	6								
Total Accidents Avg			7 x	5.5% =	0.3850						
Employee Availability Rate	92.52	90.16	2								
Employee Availability Imp	0.50	0.52	5								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	12.52	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	2.41	4								
Grievance - Cost Reduction	0.00	-31.15	7								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					5.35						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ CIO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	0.42	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400
Functional Effectiveness HQ CIO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400
Competitive Composite	95.75	97.07	10 x	5% =	0.5000
Scanning Visibility	97.16	96.85	3 x	4% =	0.1200
Customer Experience - Delivery	80.84	74.90	3		
Customer Experience - C360 Rate	40.05	40.38	5		
Customer Experience - C360 Imp	5.00	10.84	6		
Customer Experience - BSN	98.00	98.40	7		
Customer Experience - BMEU	96.29	97.00	10		
Customer Experience - POS	87.46	86.07	4		
Customer Experience - CCC	69.80	84.22	10		
Customer Experience - USPS.com	73.41	75.51	6		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	11.91	7		
Total Accidents Imp	-10.00	-14.53	6		
Total Accidents Avg			7 x	5.5% =	0.3850
Employee Availability Rate	92.52	90.16	2		
Employee Availability Imp	0.50	0.52	5		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	12.52	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	2.41	4		
Grievance - Cost Reduction	0.00	-31.15	7		
Grievance Avg	5.00	7.00	7		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.95



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ CLO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	0.42	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400
Functional Effectiveness Logistics			3 x	40% =	1.2000
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400
Competitive Composite	91.50	93.60	8 x	5% =	0.4000
Scanning Visibility	92.00	95.06	7 x	4% =	0.2800
Customer Experience - Delivery	80.94	74.90	3		
Customer Experience - C360 Rate	40.05	40.38	5		
Customer Experience - C360 Imp	5.00	10.84	6		
Customer Experience - BSN	98.00	98.40	7		
Customer Experience - BMEU	96.29	97.00	10		
Customer Experience - POS	87.46	86.07	4		
Customer Experience - CCC	69.88	84.22	10		
Customer Experience - USPS.com	73.41	75.51	6		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	14.25	19.42	0		
Total Accidents Imp	-10.00	0.08	0		
Total Accidents Avg			0 x	5.5% =	0.0000
Employee Availability Rate	92.52	90.16	2		
Employee Availability Imp	0.50	0.52	5		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	12.52	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	2.41	4		
Grievance - Cost Reduction	0.00	-31.15	7		
Grievance Avg	5.00	7.00	7		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					3.82

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Surface Transportation Trip Utilization	51.25	39.35	0 x	25% =	0.0000
Air Network Matrix Utilization	95.15	94.60	4		
Bypass Utilization	86.00	80.70	7		
Air Network Utilization	5.00	4.00	4 x	35% =	1.4000
Trips on Time - Logistics	85.00	82.58	4 x	25% =	1.0000
Employee Separation Rate - Logistics	-6.00	12.52	2 x	15% =	0.3000
Functional Effectiveness Logistics					3



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ CPDO

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	0.42	4 x	9%	0.3600	Operating Plan Precision	79.00	85.07	6 x	25%	1.5000
Total Revenue % to Plan	0.00	0.21	5 x	7%	0.3500	Efficiency Index % SPLY - P&M	0.00	3.68	6 x	25%	1.5000
Total Operating Expense (TOE)	0.00	3.10	2 x	7%	0.1400	Four Walls Service	98.00	97.29	3		
Functional Effectiveness Processing & Maintenance			5 x	40%	2.0000	Division Performance	96.50	96.82	5		
Market Dominant Composite	93.00	93.42	6 x	4%	0.2400	Processing Index	5.00	4.00	4 x	40%	1.6000
Competitive Composite	91.50	93.60	8 x	5%	0.4000	Employee Separation Rate - P&M	-6.00	12.52	2 x	10%	0.2000
Scanning Visibility	93.25	92.84	4 x	4%	0.1600	Functional Effectiveness Processing & Maintenance					5
Customer Experience - Delivery	80.94	74.90	3								
Customer Experience - C360 Rate	40.05	40.38	5								
Customer Experience - C360 Imp	5.00	10.84	6								
Customer Experience - BSN	98.00	98.40	7								
Customer Experience - BMEU	96.29	97.00	10								
Customer Experience - POS	87.46	86.07	4								
Customer Experience - CCC	69.88	84.22	10								
Customer Experience - USPS.com	73.41	75.51	6								
Customer Experience Index	4.50	6.20	6 x	5.5%	0.3300						
Total Accidents Rate	7.50	6.51	6								
Total Accidents Imp	-10.00	-0.11	1								
Total Accidents Avg			6 x	5.5%	0.3300						
Employee Availability Rate	92.52	90.16	2								
Employee Availability Imp	0.50	0.52	5								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	12.52	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	2.41	4								
Grievance - Cost Reduction	0.00	-31.15	7								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13%	0.5200						
NPA Composite Performance Summary					4.83						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT 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	0.42	4 x	9%	= 0.3600	F2DPH % SPLY	0.25	0.40	5 x	50%	= 2.5000
Total Revenue % to Plan	0.00	0.21	5 x	7%	= 0.3500	CSV/SOV Variance	95.00	92.64	4		
Total Operating Expense (TOE)	0.00	3.10	2 x	7%	= 0.1400	CSV/SOV Opportunity % SPLY	19.98	29.37	5		
Functional Effectiveness Retail and Delivery			4 x	40%	= 1.6000	CSV/SOV	5	5	5 x	30%	= 1.5000
Market Dominant Composite	93.00	93.42	6 x	4%	= 0.2400	Employee Separation Rate - R&D	-6.00	12.52	2 x	20%	= 0.4000
Competitive Composite	95.75	97.07	10 x	5%	= 0.5000	Functional Effectiveness Retail and Delivery					4
Scanning Visibility	99.30	99.04	2 x	4%	= 0.0800						
Customer Experience - Delivery	80.94	74.90	3								
Customer Experience - C360 Rate	40.05	40.38	5								
Customer Experience - C360 Imp	5.00	10.84	6								
Customer Experience - BSN	98.00	98.40	7								
Customer Experience - BMEU	96.29	97.00	10								
Customer Experience - POS	87.46	86.07	4								
Customer Experience - CCC	69.88	84.22	10								
Customer Experience - USPS.com	73.41	75.51	6								
Customer Experience Index	4.50	6.20	6 x	5.5%	= 0.3300						
Total Accidents Rate	14.25	13.40	5								
Total Accidents Imp	-10.00	0.00	1								
Total Accidents Avg			5 x	5.5%	= 0.2750						
Employee Availability Rate	92.52	90.16	2								
Employee Availability Imp	0.50	0.52	5								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	12.52	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	2.41	4								
Grievance - Cost Reduction	0.00	-31.15	7								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13%	= 0.5200						
NPA Composite Performance Summary					4.40						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ CTO

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	0.42	4 x	9% =	0.3600	Total Operating Expense (TOE) - CTO	0.00	3.10	2 x	15% =	0.3000
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500	Market Dominant Composite - CTO	93.00	93.42	6 x	25% =	1.5000
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400	Competitive Composite - CTO	95.75	97.07	10 x	35% =	3.5000
Functional Effectiveness HQ CTO			6 x	40% =	2.4000	Scanning Visibility - CTO	97.16	96.85	3 x	25% =	0.7500
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400					Functional Effectiveness HQ CTO	6
Competitive Composite	95.75	97.07	10 x	5% =	0.5000						
Scanning Visibility	97.16	96.85	3 x	4% =	0.1200						
Customer Experience - Delivery	80.94	74.90	3								
Customer Experience - C360 Rate	40.05	40.38	5								
Customer Experience - C360 Imp	5.00	10.84	6								
Customer Experience - BSN	98.00	98.40	7								
Customer Experience - BMEU	96.29	97.00	10								
Customer Experience - POS	87.46	86.07	4								
Customer Experience - CCC	69.88	84.22	10								
Customer Experience - USPS.com	73.41	75.51	6								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	11.91	7								
Total Accidents Imp	-10.00	-14.53	6								
Total Accidents Avg			7 x	5.5% =	0.3850						
Employee Availability Rate	92.52	90.16	2								
Employee Availability Imp	0.50	0.52	5								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	12.52	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	2.41	4								
Grievance - Cost Reduction	0.00	-31.15	7								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13% =	0.5200						
						NPA Composite Performance Summary					5.35



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ Fleet Management

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	0.42	4 x	9% =	0.3600	Percent PMs Delinquent	4.00	8.41	4 x	40% =	1.6000
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500	Vehicle Availability	97.00	97.81	6 x	40% =	2.4000
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400	Employee Separation Rate - Fleet	-6.00	12.52	2 x	20% =	0.4000
Functional Effectiveness Fleet			4 x	40% =	1.6000						
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400						
Competitive Composite	95.75	97.07	10 x	5% =	0.5000						
Scanning Visibility	99.30	99.04	2 x	4% =	0.0800						
Customer Experience - Delivery	80.94	74.90	3								
Customer Experience - C360 Rate	40.05	40.38	5								
Customer Experience - C360 Imp	5.00	10.84	6								
Customer Experience - BSN	98.00	98.40	7								
Customer Experience - BMELI	95.29	97.00	10								
Customer Experience - PDS	87.46	86.07	4								
Customer Experience - CCC	69.88	84.22	10								
Customer Experience - USPS.com	73.41	75.51	6								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	14.25	13.40	5								
Total Accidents Imp	-10.00	0.00	1								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.16	2								
Employee Availability Imp	0.50	0.52	5								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	12.52	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	2.41	4								
Grievance - Cost Reduction	0.00	-31.15	7								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					4.40						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - OCT FY2023 Year-to-date

HQ PMG

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	0.42	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	0.21	5 x	7% =	0.3500
Total Operating Expense (TOE)	0.00	3.10	2 x	7% =	0.1400
Functional Effectiveness HQ PMG	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	93.42	6 x	4% =	0.2400
Competitive Composite	95.75	97.07	10 x	5% =	0.5000
Scanning Visibility	97.16	96.65	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	74.90	3		
Customer Experience - C360 Rate	40.05	40.38	5		
Customer Experience - C360 Imp	5.00	10.64	6		
Customer Experience - BSN	96.00	96.40	7		
Customer Experience - BMEU	96.29	97.00	10		
Customer Experience - POS	87.46	86.07	4		
Customer Experience - CCC	69.68	84.22	10		
Customer Experience - USPS.com	73.41	75.51	6		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	11.91	7		
Total Accidents Imp	-10.00	-14.53	6		
Total Accidents Avg			7 x	5.5% =	0.3850
Employee Availability Rate	92.52	90.16	2		
Employee Availability Imp	0.50	0.52	5		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	12.52	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	2.41	4		
Grievance - Cost Reduction	0.00	-31.15	7		
Grievance Avg	5.00	7.00	7		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.95