

FY24 - Competitive Composite

CC - National & Retail and Delivery

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
94.00	94.39	94.78	95.16	95.55	95.94	96.32	96.71	97.09	97.48

CC - Processing and Logistics

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
87.92	88.74	89.56	90.37	91.19	91.84	92.48	93.13	93.77	94.42

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. Processing and Logistics do 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 x100
- 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	Nation	5.0%	5.0%
Territory Fleet Management	Nation	5.0%	5.0%
Facility Fleet Management	Nation	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	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 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%	15.0%
HQ GC	Nation	5.0%	5.0%
Inspection Service	Nation	5.0%	5.0%