

FY24 - Grievance Index

Grievance Reduction - Step 2 + A

Targets and Thresholds

Grievance Reduction - Step 2 + A									
1	2	3	4	5	6	7	8	9	10
30.00	22.88	15.75	8.63	1.50	1.20	0.90	0.60	0.30	0.00

Grievance Reduction - Step 3 + B

Targets and Thresholds

Grievance Reduction - Step 3 + B									
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

Grievance Reduction - Case Pending									
1	2	3	4	5	6	7	8	9	10
60.00	45.00	30.00	15.00	0.00	-12.00	-24.00	-36.00	-48.00	-60.00

Grievance Reduction - Cost Reduction

Targets and Thresholds

Grievance Reduction - Cost Reduction									
1	2	3	4	5	6	7	8	9	10
65.00	48.75	32.50	16.25	0.00	-13.00	-26.00	-39.00	-52.00	-65.00

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 open over 56 days vs. the actual number of cases open; [2] the continuous improvement in reducing the number of Step 3/B's open over 56 days; and [3] the continuous improvement in reducing the number of cases pending at arbitration. The average percentage of Step 2/A's and the improvement in reducing the number of Step 3/B's open over 56 days and 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.

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, % Step 2/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 actual Step 3/B's open over 56 days. Reduction score is determined by number of Step 3/B's (Area) open over 56 days.

For Cases Pending:
 Percentage reduction at Cases Pending Reduction determines the cell value. $\frac{Pending - Baseline}{Baseline}$

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

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	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	Nation	4.0%	4.0%
Territory Fleet Management	Nation	4.0%	4.0%
Facility Fleet Management	Nation	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	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 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%