

FY24 - CSV/SOV

CSV/SOV Variance

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
80.00	83.75	87.50	91.25	95.00	103.20	111.40	119.60	127.80	136.00

CSV/SOV Opportunity % SPLY

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-99.00	-69.25	-39.50	-9.75	20.00	35.80	51.60	67.40	83.20	99.00

Description

Customer Service Variance/Small Office Variance (CSV/SOV) is a 2 part indicator, CSV/SOV Variance and CSV/SOV Opportunity % SPLY. Each part of the indicator will be scored to the 10 cell matrix and the **GREATER** of the two cells will become the overall score.

CSV/SOV Variance 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 % SPLY is the improvement in the relative percentage of SPLY CSV/SOV Opportunity captured in the Current NPA Year. CSV/SOV Opportunity is measured as the difference between 100% and the actual Percent Achieved. If 100% or greater is achieved in the current NPA year, the result is block 10 and the score will be shown as 99.99. If 100% or greater was achieved in the prior year and less than 100% was achieved in the current year, the result is block 0 and the score will be shown as -99.99.

CSV/SOV is one portion (20%) 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 week in October and ending with the last full week in September.

FY 2024 (Current) = September 30, 2023 to September 27, 2024

FY 2023 (SPLY) = October 1, 2022 to September 29, 2023

Data Source and Calculation

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

Indicator Value - CSV/SOV Variance - Actual percent achieved of Earned Hours divided by Actual Hours

$$\left(\frac{\text{Current FY Earned Hours}}{\text{Current FY Actual Hours}} \right) \times 100$$

CSV/SOV Opportunity % SPLY - 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. Otherwise they are considered an 'exception' and their Functional Effectiveness - Retail and Delivery will not include CSV/SOV.

$$\left(\frac{\text{Current Percent Achieved} - \text{SPLY Percent Achieved}}{100\% - \text{SPLY Percent Achieved}} \right) \times 100$$

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%

$$\frac{(82.00 - 78.00)}{(100.00 - 78.00)} = \frac{4}{22} = 0.1818 \times 100 = 18.18 = \text{Cell 4}$$

Each part of the indicator will be scored to the 10 cell matrix and the GREATER of the two cells will become the overall score. **EXAMPLES:**

	Metric	Score	Cell	CSV/SOV FE Score
EXAMPLE 1:	CSV/SOV Opportunity % SPLY	-78.52	0	5
	CSV/SOV Variance	98.65	5	
EXAMPLE 2:	CSV/SOV Opportunity % SPLY	99.99	10	10
	CSV/SOV Variance	103.12	6	
EXAMPLE 3:	CSV/SOV Opportunity % SPLY	52.68	7	7
	CSV/SOV Variance	94.65	4	
EXAMPLE 4:	CSV/SOV Opportunity % SPLY	-25.56	2	8
	CSV/SOV Variance	121.23	8	

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	FE Weight	Total Weight Towards Composite
HQ CRDO	Nation	20.0%	10.0%
Area Retail and Delivery	Area	20.0%	10.0%
District Retail and Delivery	District	20.0%	10.0%
MPOO	MPOO	20.0%	10.0%
Post Office 22 or above	LF	20.0%	10.0%
Post Office 21-20	LF	20.0%	10.0%
Post Office 18 or below	LF	20.0%	10.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	20.0%	10.0%