FY24 - Service 2-5 Day Composite

Service 2-5 Day Composite   **Targets and Thresholds**

1	2	3	4	5	6	7	8	9	10
88.50	89.00	89.50	90.00	90.50	91.15	91.80	92.45	93.10	93.75

Description

Division Performance (Ground Advantage, FC Letters, FC Flats and Priority) will be measured using a 2-5-Day composite processing score for First Class Mail, Ground Advantage Packages, and a composite score for Priority 2-5 day packages.

To accomplish this, performance scores will be calculated by mail class (the total on-time pieces) divided by (total pieces in service measurement) and reported as a single composite of all pieces.

It will be measured at the Processing Division Level.

Service 2-5 Day Composite is one portion (8%) of Functional Effectiveness - Logistics.

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	–	Efficiency Index (EI)
Indicator Value	–	% On Time
Business Rule	–	Rate = (Ground Advantage % On-Time x 0.33) + (Priority 2-5 Day % On-Time x 0.33) + (First Class Letters and Flats % On-Time x 0.33)
Decimal Precision	–	Two Decimals

Data Validation

First Class 2-5 Day Composite

IV: Service Performance → Mail Product Heat Map → I Want To See All (Select Regions or Divisions) →
Time Level (Select Year To Date) → Download CSV → Filter Mail Class (Select First-Class) → Filter Mail Product (Select 2 Day Composite and 3-5 Day Composite)

Priority Mail 2-3 Day Composite

IV: Service Performance → Mail Product Heat Map → I Want To See All (Select Regions or Divisions) → Time Level (Select Year To Date) →
Download CSV
 → Filter Mail Class (Select Priority Mail) → Filter Mail Product (Select 2 Day Surface, 2 Day Air, 3 day Surface, and 3 Day Air)

USPS Ground Advantage 2-5 Day Composite

IV: Service Performance → Mail Product Heat Map → I Want To See All (Select Regions or Divisions) →
Time Level (Select Year To Date) → Download CSV à Filter Mail Class (Select USPS Ground Advantage) à Filter Mail Product (Select 2 Day, 3 Day, 4 Day, and 5 Day)

Final Step: Once the data is downloaded and filtered accordingly, take the score for each of Mail Classes above and divide by 3 to get the equal weight and add the results to get the 2-5 Day Composite Score.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	FE Weight	Total Weight Towards Composite
HQ CLO	Nation	8.0%	4.0%
Region Logistics	Region	8.0%	4.0%
Division Logistics	Division	8.0%	4.0%
Plant Logistics	Division	8.0%	4.0%