

FY24 - Law Department Client Survey

Law Department Client Survey

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
4.37	4.44	4.51	4.58	4.65	4.68	4.72	4.75	4.79	4.82

Description

The Law Department Client Survey indicator is based on the results of the Law Department's annual client survey, which measures the department's ability to effectively and efficiently provide legal advice, representation, and advocacy to the Postal Service in a timely, reliable, professional, and useful manner, with a focus on serving and protecting the organization and its people.

Law Department Client Survey is one portion (20%) of the Functional Effectiveness - GC indicator.

Measurement Period

The Client Survey is administered in June and the results will be provided at the end of the FY.

Data Source and Calculation

- Source** – LDIS - Client Survey Application - The survey is sent via email to law department clients nationwide. The results are verified and tabulated by law department personnel.
- Indicator Value** – Average of the total number of responses received on all questions rated 1-5, where one is "Poor" and 5 is "Outstanding".
- Business Rule** – Sum of All Responses/Total Number of Responses
- Decimal Precision** – Two Decimals

Data Validation

Point of Contact - Keisha Chambers

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	FE Weight	Total Weight Towards Composite
HQ GC	Nation	20.0%	10.0%