



Don Flak
Executive Director
Performance and Field Operations Support

May 31, 2023

HQ
DECEMBER YTD





NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ CCBSO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.14	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.75	3 x	7% =	0.2100
Functional Effectiveness HQ CCBSO			7 x	40% =	2.8000
Market Dominant Composite	93.00	92.56	4 x	4% =	0.1600
Competitive Composite	95.75	94.69	3 x	5% =	0.1500
Scanning Visibility	97.16	96.71	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.22	3		
Customer Experience - C360 Rate	40.05	40.71	5		
Customer Experience - C360 Imp	5.00	7.50	5		
Customer Experience - BSN	96.00	96.64	9		
Customer Experience - BMEU	96.29	97.19	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.68	84.26	10		
Customer Experience - USPS.com	73.41	73.35	4		
Customer Experience Index	4.50	6.00	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.76	6		
Total Accidents Imp	-10.00	2.80	0		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	89.81	2		
Employee Availability Imp	0.50	0.26	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	8.27	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	14.25	3		
Grievance - Cost Reduction	0.00	-2.11	5		
Grievance Avg	5.00	5.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					5.26

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Shipping and Package Services Rev % Plan	0.00	4.98	8 x	40% =	3.2000
Shipping and Package Services Vol % Plan	0.00	2.65	6 x	40% =	2.4000
FE Score Average	5.00	5.00	5 x	20% =	1.0000
Functional Effectiveness HQ CCBSO					7



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ CCMO

Performance Indicator	Goal	Achieved	Cell	Allocated	Weighted	Functional Effectiveness Breakdown							
						Value	Weight	Rating	Goal	Achieved	Cell	Allocated	Weighted
Controllable Income	0.50	-0.03	4 x	9%	=	0.3600	Annual Sales Closed % Plan	100.00	140.94	9 x	50%	=	4.5000
Total Revenue % to Plan	0.00	-0.14	4 x	7%	=	0.2800	CX Resolution - C360 - Successful Resolution	39.21	43.98	10			
Total Operating Expense (TOE)	0.00	1.75	3 x	7%	=	0.2100	CX Resolution - BSN - Answered Clearly	98.60	99.26	8			
Functional Effectiveness HQ CCMO			8 x	40%	=	3.2000	CX Resolution - CCC - IVR	52.76	58.49	6			
Market Dominant Composite	93.00	92.56	4 x	4%	=	0.1600	CX Resolution - CCC - Live Agent	55.68	63.46	7			
Competitive Composite	95.75	94.69	3 x	5%	=	0.1500	CX Resolution Composite	5.00	7.00	7 x	30%	=	2.1000
Scanning Visibility	97.16	96.71	3 x	4%	=	0.1200	MSSC OSAT Survey	90.00	92.79	6 x	20%	=	1.2000
Customer Experience - Delivery	80.94	75.22	3				Functional Effectiveness HQ CCMO					8	
Customer Experience - C360 Rate	40.05	40.71	5										
Customer Experience - C360 Imp	5.00	7.50	5										
Customer Experience - BSN	98.00	98.64	9										
Customer Experience - BMEU	96.29	97.19	10										
Customer Experience - POS	87.46	86.19	4										
Customer Experience - CCC	69.80	84.26	10										
Customer Experience - USPS.com	73.41	73.35	4										
Customer Experience Index	4.50	6.00	6 x	5.5%	=	0.3300							
Total Accidents Rate	13.25	12.76	6										
Total Accidents Imp	-10.00	2.80	0										
Total Accidents Avg			6 x	5.5%	=	0.3300							
Employee Availability Rate	92.52	89.81	2										
Employee Availability Imp	0.50	0.26	4										
Employee Availability Avg	5.00	3.00	3										
Employee Separation Rate	-6.00	8.27	2										
Grievance - Step	1.50	0.00	10										
Grievance - Case Pending	0.00	14.25	3										
Grievance - Cost Reduction	0.00	-2.11	5										
Grievance Avg	5.00	6.00	6										
Employee Utilization			4 x	13%	=	0.5200							
NPA Composite Performance Summary						5.66							



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ CFO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.14	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.75	3 x	7% =	0.2100
Functional Effectiveness HQ CFO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.56	4 x	4% =	0.1600
Competitive Composite	95.75	94.69	3 x	5% =	0.1500
Scanning Visibility	97.16	96.71	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.22	3		
Customer Experience - C360 Rate	40.05	40.71	5		
Customer Experience - C360 Imp	5.00	7.50	5		
Customer Experience - BSN	98.00	98.64	9		
Customer Experience - BMEU	96.29	97.19	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.60	84.26	10		
Customer Experience - USPS.com	73.41	73.35	4		
Customer Experience Index	4.50	6.00	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.76	6		
Total Accidents Imp	-10.00	2.80	0		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	89.81	2		
Employee Availability Imp	0.50	0.26	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	8.27	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	14.25	3		
Grievance - Cost Reduction	0.00	-2.11	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.46



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ CHRO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9%	= 0.3600	Onboarding Achievement Rate	-15.00	-40.00	10 x	25%	= 2.5000
Total Revenue % to Plan	0.00	-0.14	4 x	7%	= 0.2800	EEO Formals Per 100 Employees vs SPLY	0.95	1.01	3 x	25%	= 0.7500
Total Operating Expense (TOE)	0.00	1.75	3 x	7%	= 0.2100	Employee Utilization - CHRO	5.00	4.00	4 x	50%	= 2.0000
Functional Effectiveness HQ CHRO			5 x	40%	= 2.0000						
Market Dominant Composite	93.00	92.56	4 x	4%	= 0.1600	Functional Effectiveness HQ CHRO					5
Competitive Composite	95.75	94.69	3 x	5%	= 0.1500						
Scanning Visibility	97.16	96.71	3 x	4%	= 0.1200						
Customer Experience - Delivery	80.94	75.22	3								
Customer Experience - C360 Rate	40.05	40.71	5								
Customer Experience - C360 Imp	5.00	7.50	5								
Customer Experience - BSN	98.00	98.64	9								
Customer Experience - BMELI	96.29	97.19	10								
Customer Experience - POS	87.46	86.19	4								
Customer Experience - CCC	69.68	84.26	10								
Customer Experience - USPS.com	73.41	73.35	4								
Customer Experience Index	4.50	6.00	6 x	5.5%	= 0.3300						
Total Accidents Rate	13.25	12.76	6								
Total Accidents Imp	-10.00	2.80	0								
Total Accidents Avg			6 x	5.5%	= 0.3300						
Employee Availability Rate	92.52	89.81	2								
Employee Availability Imp	0.50	0.26	4								
Employee Availability Avg	5.00	3.00	3								
Employee Separation Rate	-6.00	8.27	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	14.25	3								
Grievance - Cost Reduction	0.00	-2.11	5								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13%	= 0.5200						
NPA Composite Performance Summary					4.46						

Report Card Detail - DEC FY2023 Year-to-date

HQ CIO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.14	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.75	3 x	7% =	0.2100
Functional Effectiveness HQ CIO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.56	4 x	4% =	0.1600
Competitive Composite	95.75	94.69	3 x	5% =	0.1500
Scanning Visibility	97.16	96.71	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.22	3		
Customer Experience - C360 Rate	40.05	40.71	5		
Customer Experience - C360 Imp	5.00	7.50	5		
Customer Experience - BSN	98.00	98.64	9		
Customer Experience - BMEU	96.29	97.19	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.80	84.26	10		
Customer Experience - USPS.com	73.41	73.35	4		
Customer Experience Index	4.50	6.00	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.76	6		
Total Accidents Imp	-10.00	2.80	0		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	89.81	2		
Employee Availability Imp	0.50	0.26	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	8.27	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	14.25	3		
Grievance - Cost Reduction	0.00	-2.11	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.46



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ CPDO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9% =	0.3600	Operating Plan Precision	79.00	85.07	6 x	25% =	1.5000
Total Revenue % to Plan	0.00	-0.14	4 x	7% =	0.2800	Efficiency Index % SPLY - P&M	0.00	2.08	6 x	25% =	1.5000
Total Operating Expense (TOE)	0.00	1.75	3 x	7% =	0.2100	Four Walls Service	98.00	97.30	3		
Functional Effectiveness Processing & Maintenance			4 x	40% =	1.6000	Division Performance	96.50	96.13	3		
Market Dominant Composite	93.00	92.56	4 x	4% =	0.1600	Processing Index	5.00	3.00	3 x	40% =	1.2000
Competitive Composite	91.50	88.51	1 x	5% =	0.0500	Employee Separation Rate - P&M	-6.00	8.27	2 x	10% =	0.2000
Scanning Visibility	93.25	92.34	3 x	4% =	0.1200	Functional Effectiveness Processing & Maintenance					4
Customer Experience - Delivery	80.94	75.22	3								
Customer Experience - C360 Rate	40.05	40.71	5								
Customer Experience - C360 Imp	5.00	7.50	5								
Customer Experience - BSN	98.00	98.64	9								
Customer Experience - BMELI	96.29	97.19	10								
Customer Experience - POS	87.46	86.19	4								
Customer Experience - CCC	69.88	84.26	10								
Customer Experience - USPS.com	73.41	73.35	4								
Customer Experience Index	4.50	6.00	6 x	5.5% =	0.3300						
Total Accidents Rate	7.50	6.84	5								
Total Accidents Imp	-10.00	-8.00	4								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	89.81	2								
Employee Availability Imp	0.50	0.26	4								
Employee Availability Avg	5.00	3.00	3								
Employee Separation Rate	-6.00	8.27	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	14.25	3								
Grievance - Cost Reduction	0.00	-2.11	5								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					3.91						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ CRDO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9% =	0.3600	F2DPH % SPLY	0.25	2.35	5 x	50% =	2.5000
Total Revenue % to Plan	0.00	-0.14	4 x	7% =	0.2800	CSWISOV Variance	95.00	91.94	4		
Total Operating Expense (TOE)	0.00	1.75	3 x	7% =	0.2100	CSWISOV Opportunity % SPLY	19.98	27.69	5		
Functional Effectiveness Retail and Delivery			4 x	40% =	1.6000	CSWISOV	5	5	5 x	30% =	1.5000
Market Dominant Composite	93.00	92.56	4 x	4% =	0.1600	Employee Separation Rate - R&D	-6.00	8.27	2 x	20% =	0.4000
Competitive Composite	95.75	94.69	3 x	5% =	0.1500	Functional Effectiveness Retail and Delivery					4
Scanning Visibility	99.30	99.09	3 x	4% =	0.1200						
Customer Experience - Delivery	80.94	75.22	3								
Customer Experience - C360 Rate	40.05	40.71	5								
Customer Experience - C360 Imp	5.00	7.50	5								
Customer Experience - BSN	98.00	98.64	9								
Customer Experience - BMEU	96.29	97.19	10								
Customer Experience - POS	87.46	86.19	4								
Customer Experience - CCC	69.88	84.26	10								
Customer Experience - USPS.com	73.41	73.35	4								
Customer Experience Index	4.50	6.00	6 x	5.5% =	0.3300						
Total Accidents Rate	14.25	14.40	4								
Total Accidents Imp	-10.00	2.79	0								
Total Accidents Avg			4 x	5.5% =	0.2200						
Employee Availability Rate	92.52	89.81	2								
Employee Availability Imp	0.50	0.26	4								
Employee Availability Avg	5.00	3.00	3								
Employee Separation Rate	-6.00	8.27	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	14.25	3								
Grievance - Cost Reduction	0.00	-2.11	5								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					3.95						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ CTO

Performance Indicator	Goal	Achieved	Cell		Allocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell		Allocated	Weighted		
			Value	Weight						Value	Weight			Rating	
Controllable Income	0.50	-0.03	4	x	9%	=	0.3600	Total Operating Expense (TOE) - CTO	0.00	1.75	3	x	15%	=	0.4500
Total Revenue % to Plan	0.00	-0.14	4	x	7%	=	0.2800	Market Dominant Composite - CTO	93.00	92.56	4	x	25%	=	1.0000
Total Operating Expense (TOE)	0.00	1.75	3	x	7%	=	0.2100	Competitive Composite - CTO	95.75	94.69	3	x	35%	=	1.0500
Functional Effectiveness HQ CTO			3	x	40%	=	1.2000	Scanning Visibility - CTO	97.16	96.71	3	x	25%	=	0.7500
Market Dominant Composite	93.00	92.56	4	x	4%	=	0.1600	Functional Effectiveness HQ CTO						3	
Competitive Composite	95.75	94.69	3	x	5%	=	0.1500								
Scanning Visibility	97.16	96.71	3	x	4%	=	0.1200								
Customer Experience - Delivery	80.94	75.22	3												
Customer Experience - C360 Rate	40.05	40.71	5												
Customer Experience - C360 Imp	5.00	7.50	5												
Customer Experience - BSN	98.00	98.64	9												
Customer Experience - BMEU	96.29	97.19	10												
Customer Experience - POS	87.46	86.10	4												
Customer Experience - CCC	69.88	84.26	10												
Customer Experience - USPS.com	73.41	73.35	4												
Customer Experience Index	4.50	6.00	6	x	5.5%	=	0.3300								
Total Accidents Rate	13.25	12.76	6												
Total Accidents Imp	-10.00	2.80	0												
Total Accidents Avg			6	x	5.5%	=	0.3300								
Employee Availability Rate	92.52	89.81	2												
Employee Availability Imp	0.50	0.26	4												
Employee Availability Avg	5.00	3.00	3												
Employee Separation Rate	-6.00	8.27	2												
Grievance - Step	1.50	0.00	10												
Grievance - Case Pending	0.00	14.25	3												
Grievance - Cost Reduction	0.00	-2.11	5												
Grievance Avg	5.00	6.00	6												
Employee Utilization			4	x	13%	=	0.5200								
NPA Composite Performance Summary							3.66								



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ Fleet Management

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.14	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.75	3 x	7% =	0.2100
Functional Effectiveness Fleet			4 x	40% =	1.6000
Market Dominant Composite	93.00	92.56	4 x	4% =	0.1600
Competitive Composite	95.75	94.69	3 x	5% =	0.1500
Scanning Visibility	99.30	99.09	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.22	3		
Customer Experience - C360 Rate	40.05	40.71	5		
Customer Experience - C360 Imp	5.00	7.50	5		
Customer Experience - BSN	98.00	98.64	9		
Customer Experience - BMEU	96.29	97.19	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.88	84.26	10		
Customer Experience - USPS.com	73.41	73.35	4		
Customer Experience Index	4.50	6.00	6 x	5.5% =	0.3300
Total Accidents Rate	14.25	14.40	4		
Total Accidents Imp	-10.00	2.80	0		
Total Accidents Avg			4 x	5.5% =	0.2200
Employee Availability Rate	92.52	89.81	2		
Employee Availability Imp	0.50	0.28	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	8.27	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	14.25	3		
Grievance - Cost Reduction	0.00	-2.11	5		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					3.95

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Percent PMs Delinquent	4.00	8.11	4 x	40% =	1.6000
Vehicle Availability	97.00	96.86	4 x	40% =	1.6000
Employee Separation Rate - Fleet	-6.00	8.27	2 x	20% =	0.4000
Functional Effectiveness Fleet					4



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - DEC FY2023 Year-to-date

HQ PMG

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.03	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.14	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	1.75	3 x	7% =	0.2100
Functional Effectiveness HQ PMG	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.56	4 x	4% =	0.1600
Competitive Composite	95.75	94.69	3 x	5% =	0.1500
Scanning Visibility	97.16	96.71	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.22	3		
Customer Experience - C360 Rate	40.05	40.71	5		
Customer Experience - C360 Imp	5.00	7.50	5		
Customer Experience - BSN	96.00	96.64	9		
Customer Experience - BMEU	96.29	97.19	10		
Customer Experience - POS	87.46	86.19	4		
Customer Experience - CCC	69.68	84.26	10		
Customer Experience - USPS.com	73.41	73.35	4		
Customer Experience Index	4.50	6.00	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.76	6		
Total Accidents Imp	-10.00	2.80	0		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	89.61	2		
Employee Availability Imp	0.50	0.26	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	6.27	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	14.25	3		
Grievance - Cost Reduction	0.00	-2.11	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.46