



**Don Flak**  
Executive Director  
Performance and Field Operations Support

**May 31, 2023**



**HQ**  
**JANUARY YTD**





# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN FY2023 Year-to-date

HQ CCBSO

Performance Indicator	Goal	Achieved	Cell Value	Cell	Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Cell	Allocated Weight	Weighted Rating		
Controllable Income	0.50	-0.18	4	x	9%	=	0.3600	Shipping and Package Services Rev % Plan	0.00	3.99	7	x	40%	=	2.8000
Total Revenue % to Plan	0.00	-0.06	4	x	7%	=	0.2800	Shipping and Package Services Vol % Plan	0.00	2.16	6	x	40%	=	2.4000
Total Operating Expense (TOE)	0.00	2.09	2	x	7%	=	0.1400	FE Score Average	5.00	5.00	5	x	20%	=	1.0000
Functional Effectiveness HQ CCBSO					6	x	40%	=							6
Market Dominant Composite	93.00	92.66	4	x	4%	=	0.1600	Functional Effectiveness HQ CCBSO							
Competitive Composite	95.75	94.85	3	x	5%	=	0.1500								
Scanning Visibility	97.16	96.76	3	x	4%	=	0.1200								
Customer Experience - Delivery	80.94	75.08	3												
Customer Experience - C360 Rate	40.05	40.35	5												
Customer Experience - C360 Imp	5.00	6.97	5												
Customer Experience - BSN	98.00	98.80	10												
Customer Experience - BMEU	96.29	97.09	10												
Customer Experience - POS	87.46	86.15	4												
Customer Experience - CCC	69.88	84.29	10												
Customer Experience - USPS.com	73.41	73.16	4												
Customer Experience Index	4.50	6.10	6	x	5.5%	=	0.3300								
Total Accidents Rate	13.25	12.80	6												
Total Accidents Imp	-10.00	-12.45	5												
Total Accidents Avg			6	x	5.5%	=	0.3300								
Employee Availability Rate	92.52	90.08	2												
Employee Availability Imp	0.50	1.26	6												
Employee Availability Avg	5.00	4.00	4												
Employee Separation Rate	-6.00	11.12	2												
Grievance - Step	1.50	0.00	10												
Grievance - Case Pending	0.00	17.13	3												
Grievance - Cost Reduction	0.00	-2.78	5												
Grievance Avg	5.00	6.00	6												
Employee Utilization			4	x	13%	=	0.5200								
NPA Composite Performance Summary							4.79								



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN FY2023 Year-to-date

HQ CCMO

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	-0.18	4 x	9% =	0.3600	Annual Sales Closed % Plan	100.00	133.66	8 x	50% =	4.0000
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800	CX Resolution - C360 - Successful Resolution	39.21	43.64	10		
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400	CX Resolution - BSN - Answered Clearly	98.60	99.39	8		
Functional Effectiveness HQ CCMO			7 x	40% =	2.8000	CX Resolution - CCC - IVR	52.76	57.92	6		
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600	CX Resolution - CCC - Live Agent	55.69	63.43	7		
Competitive Composite	95.75	94.85	3 x	5% =	0.1500	CX Resolution Composite	5.00	7.00	7 x	30% =	2.1000
Scanning Visibility	97.16	96.76	3 x	4% =	0.1200	MSSC OSAT Survey	90.00	92.94	6 x	20% =	1.2000
Customer Experience - Delivery	80.94	75.08	3			Functional Effectiveness HQ CCMO					7
Customer Experience - C360 Rate	40.05	40.35	5								
Customer Experience - C360 Imp	5.00	6.97	5								
Customer Experience - BSN	98.00	98.80	10								
Customer Experience - BMEU	96.29	97.09	10								
Customer Experience - POS	87.46	86.15	4								
Customer Experience - CCC	69.80	84.29	10								
Customer Experience - USPS.com	73.41	73.16	4								
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	12.80	6								
Total Accidents Imp	-10.00	-12.45	5								
Total Accidents Avg			6 x	5.5% =	0.3300						
Employee Availability Rate	92.52	90.08	2								
Employee Availability Imp	0.50	1.26	6								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	11.12	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	17.13	3								
Grievance - Cost Reduction	0.00	-2.78	5								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					5.19						

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.18	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400
Functional Effectiveness HQ CFO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	94.85	3 x	5% =	0.1500
Scanning Visibility	97.16	96.76	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.00	3		
Customer Experience - C360 Rate	40.05	40.35	5		
Customer Experience - C360 Imp	5.00	6.97	5		
Customer Experience - BSN	98.00	98.00	10		
Customer Experience - BMEU	96.29	97.09	10		
Customer Experience - POS	87.46	86.15	4		
Customer Experience - CCC	69.88	84.29	10		
Customer Experience - USPS.com	73.41	73.16	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.80	6		
Total Accidents Imp	-10.00	-12.45	5		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	90.08	2		
Employee Availability Imp	0.50	1.26	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	11.12	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	17.13	3		
Grievance - Cost Reduction	0.00	-2.78	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.39



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN FY2023 Year-to-date

HQ CHRO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.18	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400
Functional Effectiveness HQ CHRO			5 x	40% =	2.0000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	94.85	3 x	5% =	0.1500
Scanning Visibility	97.16	96.76	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.08	3		
Customer Experience - C360 Rate	40.05	40.35	5		
Customer Experience - C360 Imp	5.00	6.97	5		
Customer Experience - BSN	98.00	98.00	10		
Customer Experience - BMEU	96.29	97.09	10		
Customer Experience - POS	87.46	86.15	4		
Customer Experience - CCC	69.88	84.29	10		
Customer Experience - USPS.com	73.41	73.16	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.80	6		
Total Accidents Imp	-10.00	-12.45	5		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	90.08	2		
Employee Availability Imp	0.50	1.26	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	11.12	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	17.13	3		
Grievance - Cost Reduction	0.00	-2.78	5		
Grievance Avg	5.00	5.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.39

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Onboarding Achievement Rate	-15.00	-40.67	10 x	25% =	2.5000
EEO Formals Per 100 Employees vs SPLY	0.95	1.03	3 x	25% =	0.7500
Employee Utilization - CHRO	5.00	4.00	4 x	50% =	2.0000
Functional Effectiveness HQ CHRO					5



# NATIONAL PERFORMANCE ASSESSMENT

## Report Card Detail - JAN FY2023 Year-to-date

HQ CIO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.18	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400
Functional Effectiveness HQ CIO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	94.85	3 x	5% =	0.1500
Scanning Visibility	97.16	96.76	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.08	3		
Customer Experience - C360 Rate	40.05	40.35	5		
Customer Experience - C360 Imp	5.00	6.97	5		
Customer Experience - BSN	98.00	98.00	10		
Customer Experience - BMEU	96.29	97.09	10		
Customer Experience - POS	87.46	86.15	4		
Customer Experience - CCC	69.68	84.29	10		
Customer Experience - USPS.com	73.41	73.16	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.80	6		
Total Accidents Imp	-10.00	-12.45	5		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	90.08	2		
Employee Availability Imp	0.50	1.26	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	11.12	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	17.13	3		
Grievance - Cost Reduction	0.00	-2.78	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.39



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN FY2023 Year-to-date

HQ CLO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.18	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400
Functional Effectiveness Logistics			4 x	40% =	1.6000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	91.50	88.94	2 x	5% =	0.1000
Scanning Visibility	92.00	94.26	6 x	4% =	0.2400
Customer Experience - Delivery	80.94	75.08	3		
Customer Experience - C360 Rate	40.05	40.35	5		
Customer Experience - C360 Imp	5.00	6.97	5		
Customer Experience - BSN	98.00	98.80	10		
Customer Experience - BMEU	96.29	97.09	10		
Customer Experience - POS	87.46	86.15	4		
Customer Experience - CCC	69.88	84.29	10		
Customer Experience - USPS.com	73.41	73.16	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	14.25	21.77	0		
Total Accidents Imp	-10.00	13.68	0		
Total Accidents Avg			0 x	5.5% =	0.0000
Employee Availability Rate	92.52	90.08	2		
Employee Availability Imp	0.50	1.26	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	11.12	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	17.13	3		
Grievance - Cost Reduction	0.00	-2.78	5		
Grievance Avg	5.00	5.00	6		
Employee Utilization			4 x	13% =	0.5200
			NPA Composite Performance Summary		3.73

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Surface Transportation Trip Utilization	51.25	59.66	7 x	25% =	1.7500
Air Network Matrix Utilization	95.15	93.00	3		
Bypass Utilization	66.00	84.20	7		
Air Network Utilization	5.00	4.00	4 x	35% =	1.4000
Trips on Time - Logistics	85.00	79.44	3 x	25% =	0.7500
Employee Separation Rate - Logistics	-6.00	11.12	2 x	15% =	0.3000
Functional Effectiveness Logistics					4



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN 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	-0.18	4 x	9% =	0.3600	Operating Plan Precision	79.00	85.07	6 x	25% =	1.5000
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800	Efficiency Index % SPLY - P&M	0.00	-0.09	4 x	25% =	1.0000
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400	Four Walls Service	98.00	97.43	3		
Functional Effectiveness Processing & Maintenance			4 x	40% =	1.6000	Division Performance	96.50	96.31	4		
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600	Processing Index	5.00	4.00	4 x	40% =	1.6000
Competitive Composite	91.50	88.94	2 x	5% =	0.1000	Employee Separation Rate - P&M	-6.00	11.12	2 x	10% =	0.2000
Scanning Visibility	93.25	92.50	4 x	4% =	0.1600	Functional Effectiveness Processing & Maintenance					4
Customer Experience - Delivery	80.94	75.08	3								
Customer Experience - C360 Rate	40.05	40.35	5								
Customer Experience - C360 Imp	5.00	6.97	5								
Customer Experience - BSN	98.00	98.00	10								
Customer Experience - BMEU	96.29	97.09	10								
Customer Experience - POS	87.46	86.15	4								
Customer Experience - CCC	69.68	84.29	10								
Customer Experience - USPS.com	73.41	73.16	4								
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300						
Total Accidents Rate	7.50	6.93	5								
Total Accidents Imp	-10.00	-3.49	2								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.08	2								
Employee Availability Imp	0.50	1.26	6								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	11.12	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	17.13	3								
Grievance - Cost Reduction	0.00	-2.78	5								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					3.93						







# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN FY2023 Year-to-date

HQ CTO

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	-0.18	4 x	9% =	0.3600	Total Operating Expense (TOE) - CTO	0.00	2.09	2 x	15% =	0.3000
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800	Market Dominant Composite - CTO	93.00	92.66	4 x	25% =	1.0000
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400	Competitive Composite - CTO	95.75	94.85	3 x	35% =	1.0500
Functional Effectiveness HQ CTO			3 x	40% =	1.2000	Scanning Visibility - CTO	97.16	96.76	3 x	25% =	0.7500
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600	Functional Effectiveness HQ CTO					3
Competitive Composite	95.75	94.85	3 x	5% =	0.1500						
Scanning Visibility	97.16	96.76	3 x	4% =	0.1200						
Customer Experience - Delivery	80.94	75.08	3								
Customer Experience - C360 Rate	40.05	40.35	5								
Customer Experience - C360 Imp	5.00	6.97	5								
Customer Experience - BSN	96.00	96.00	10								
Customer Experience - BMELI	96.29	97.09	10								
Customer Experience - POS	87.46	86.15	4								
Customer Experience - CCC	69.68	84.29	10								
Customer Experience - USPS.com	73.41	73.16	4								
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	12.60	6								
Total Accidents Imp	-10.00	-12.45	5								
Total Accidents Avg			6 x	5.5% =	0.3300						
Employee Availability Rate	92.52	90.08	2								
Employee Availability Imp	0.50	1.26	6								
Employee Availability Avg	5.00	4.00	4								
Employee Separation Rate	-6.00	11.12	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	17.13	3								
Grievance - Cost Reduction	0.00	-2.78	5								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					3.59						



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN FY2023 Year-to-date

HQ Fleet Management

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.18	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400
Functional Effectiveness Fleet			4 x	40% =	1.6000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	94.85	3 x	5% =	0.1500
Scanning Visibility	99.30	99.11	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.08	3		
Customer Experience - C360 Rate	40.05	40.35	5		
Customer Experience - C360 Imp	5.00	6.97	5		
Customer Experience - BSN	98.00	98.80	10		
Customer Experience - BMEU	96.29	97.09	10		
Customer Experience - POS	87.46	86.15	4		
Customer Experience - CCC	69.88	84.29	10		
Customer Experience - USPS.com	73.41	73.16	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	14.25	14.42	4		
Total Accidents Imp	-10.00	-0.37	1		
Total Accidents Avg			4 x	5.5% =	0.2200
Employee Availability Rate	92.52	90.00	2		
Employee Availability Imp	0.50	1.26	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	11.12	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	17.13	3		
Grievance - Cost Reduction	0.00	-2.78	5		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					3.88

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Percent PMs Delinquent	4.00	7.71	4 x	40% =	1.6000
Vehicle Availability	97.00	96.88	4 x	40% =	1.6000
Employee Separation Rate - Fleet	-6.00	11.12	2 x	20% =	0.4000
Functional Effectiveness Fleet					4



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - JAN FY2023 Year-to-date

HQ PMG

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.18	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.06	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.09	2 x	7% =	0.1400
Functional Effectiveness HQ PMG	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.66	4 x	4% =	0.1600
Competitive Composite	95.75	94.85	3 x	5% =	0.1500
Scanning Visibility	97.16	96.76	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.08	3		
Customer Experience - C360 Rate	40.05	40.35	5		
Customer Experience - C360 Imp	5.00	6.97	5		
Customer Experience - BSN	98.00	98.80	10		
Customer Experience - BMEU	96.29	97.09	10		
Customer Experience - POS	87.46	86.15	4		
Customer Experience - CCC	69.88	84.29	10		
Customer Experience - USPS.com	73.41	73.16	4		
Customer Experience Index	4.50	6.10	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.80	6		
Total Accidents Imp	-10.00	-12.45	5		
Total Accidents Avg			6 x	5.5% =	0.3300
Employee Availability Rate	92.52	90.08	2		
Employee Availability Imp	0.50	1.26	6		
Employee Availability Avg	5.00	4.00	4		
Employee Separation Rate	-6.00	11.12	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	17.13	3		
Grievance - Cost Reduction	0.00	-2.78	5		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.39