



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

**May 31, 2023**

**HQ**  
**MARCH YTD**





NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR FY2023 Year-to-date

HQ CCBSO

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	-0.73	3 x	9% =	0.2700	Shipping and Package Services Rev % Plan	0.00	1.45	5 x	40% =	2.0000
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800	Shipping and Package Services Vol % Plan	0.00	1.60	6 x	40% =	2.4000
Total Operating Expense (TOE)	0.00	2.05	3 x	7% =	0.2100	FE Score Average	5.00	5.00	5 x	20% =	1.0000
Functional Effectiveness HQ CCBSO			5 x	40% =	2.0000						5
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600						
Competitive Composite	95.75	95.47	4 x	5% =	0.2000						
Scanning Visibility	97.16	96.92	4 x	4% =	0.1600						
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.83	5								
Customer Experience - C360 Imp	5.00	8.13	6								
Customer Experience - BSN	98.00	98.06	10								
Customer Experience - BMEU	96.29	96.92	9								
Customer Experience - PDS	87.46	86.34	4								
Customer Experience - CCC	69.88	84.42	10								
Customer Experience - USPS.com	73.41	72.44	4								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	12.93	5								
Total Accidents Imp	-10.00	-1.85	1								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.67	3								
Employee Availability Imp	0.50	1.09	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	11.31	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.87	4								
Grievance - Cost Reduction	0.00	6.08	4								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					4.41						



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR FY2023 Year-to-date

HQ CCMO

Performance Indicator	Goal	Achieved	Cell	Allocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	Allocated	Weighted
			Value	Weight	Rating				Value	Weight	Rating
Controllable Income	0.50	-0.73	3 x	9% =	0.2700	Annual Sales Closed % Plan	100.00	126.24	8 x	50% =	4.0000
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800	CX Resolution - C360 - Successful Resolution	39.21	44.07	10		
Total Operating Expense (TOE)	0.00	2.05	3 x	7% =	0.2100	CX Resolution - BSN - Answered Clearly	98.60	99.30	8		
Functional Effectiveness HQ CCMO			7 x	40% =	2.8000	CX Resolution - CCC - IVR	52.76	58.47	6		
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600	CX Resolution - CCC - Live Agent	55.69	63.58	7		
Competitive Composite	95.75	95.47	4 x	5% =	0.2000	CX Resolution Composite	5.00	7.00	7 x	30% =	2.1000
Scanning Visibility	97.16	96.92	4 x	4% =	0.1600	MSSC OSAT Survey	90.00	92.26	6 x	20% =	1.2000
Customer Experience - Delivery	80.94	75.06	3			Functional Effectiveness HQ CCMO					7
Customer Experience - C360 Rate	40.05	40.83	5								
Customer Experience - C360 Imp	5.00	8.13	6								
Customer Experience - BSN	98.00	98.86	10								
Customer Experience - BMEU	96.29	96.92	9								
Customer Experience - POS	87.46	86.34	4								
Customer Experience - CCC	69.88	84.42	10								
Customer Experience - USPS.com	73.41	72.44	4								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	12.93	5								
Total Accidents Imp	-10.00	-1.85	1								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.67	3								
Employee Availability Imp	0.50	1.09	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	11.31	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.87	4								
Grievance - Cost Reduction	0.00	6.08	4								
Grievance Avg	5.00	5.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					5.21						



# NATIONAL PERFORMANCE ASSESSMENT

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

HQ CFO

Performance Indicator	Goal	Achieved	Cell		Allocated Weight	Weighted Rating
			Value			
Controllable Income	0.50	-0.73	3	x	9%	= 0.2700
Total Revenue % to Plan	0.00	-0.42	4	x	7%	= 0.2800
Total Operating Expense (TOE)	0.00	2.05	3	x	7%	= 0.2100
Functional Effectiveness HQ CFO	5	5	5	x	40%	= 2.0000
Market Dominant Composite	93.00	92.67	4	x	4%	= 0.1600
Competitive Composite	95.75	95.47	4	x	5%	= 0.2000
Scanning Visibility	97.16	96.92	4	x	4%	= 0.1600
Customer Experience - Delivery	80.94	75.06	3			
Customer Experience - C360 Rate	40.05	40.83	5			
Customer Experience - C360 Imp	5.00	8.13	6			
Customer Experience - BSN	98.00	98.66	10			
Customer Experience - BMEU	96.29	96.92	9			
Customer Experience - POS	87.46	86.34	4			
Customer Experience - CCC	69.68	84.42	10			
Customer Experience - USPS.com	73.41	72.44	4			
Customer Experience Index	4.50	6.20	6	x	5.5%	= 0.3300
Total Accidents Rate	13.25	12.93	5			
Total Accidents Imp	-10.00	-1.85	1			
Total Accidents Avg			5	x	5.5%	= 0.2750
Employee Availability Rate	92.52	90.67	3			
Employee Availability Imp	0.50	1.09	6			
Employee Availability Avg	5.00	5.00	5			
Employee Separation Rate	-6.00	11.31	2			
Grievance - Step	1.50	0.00	10			
Grievance - Case Pending	0.00	7.67	4			
Grievance - Cost Reduction	0.00	6.08	4			
Grievance Avg	5.00	5.00	6			
Employee Utilization			4	x	13%	= 0.5200
NPA Composite Performance Summary						4.41



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR FY2023 Year-to-date

HQ CHRO

Performance Indicator	Goal	Achieved	Cell	Allocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	Allocated	Weighted
			Value	Weight					Value	Weight	
Controllable Income	0.50	-0.73	3 x	9% =	0.2700	Onboarding Achievement Rate	-15.00	-34.47	9 x	25% =	2.2500
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800	EEO Formals Per 100 Employees vs SPLY	0.95	1.05	2 x	25% =	0.5000
Total Operating Expense (TOE)	0.00	2.05	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	Functional Effectiveness HQ CHRO					5
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600						
Competitive Composite	95.75	95.47	4 x	5% =	0.2000						
Scanning Visibility	97.16	96.92	4 x	4% =	0.1600						
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.83	5								
Customer Experience - C360 Imp	5.00	8.13	6								
Customer Experience - BSN	98.00	98.66	10								
Customer Experience - BMEU	96.29	96.92	9								
Customer Experience - POS	87.46	86.34	4								
Customer Experience - CCC	69.68	84.42	10								
Customer Experience - USPS.com	73.41	72.44	4								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	12.93	5								
Total Accidents Imp	-10.00	-1.85	1								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.67	3								
Employee Availability Imp	0.50	1.09	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	11.31	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.67	4								
Grievance - Cost Reduction	0.00	6.08	4								
Grievance Avg	5.00	5.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					4.41						

Report Card Detail - MAR FY2023 Year-to-date

HQ CIO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.73	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.05	3 x	7% =	0.2100
Functional Effectiveness HQ CIO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600
Competitive Composite	95.75	95.47	4 x	5% =	0.2000
Scanning Visibility	97.16	96.92	4 x	4% =	0.1600
Customer Experience - Delivery	80.94	75.06	3		
Customer Experience - C360 Rate	40.05	40.83	5		
Customer Experience - C360 Imp	5.00	8.13	6		
Customer Experience - BSN	98.00	98.66	10		
Customer Experience - BMEU	96.29	96.92	9		
Customer Experience - POS	87.46	86.34	4		
Customer Experience - CCC	69.68	84.42	10		
Customer Experience - USPS.com	73.41	72.44	4		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.93	5		
Total Accidents Imp	-10.00	-1.85	1		
Total Accidents Avg			5 x	5.5% =	0.2750
Employee Availability Rate	92.52	90.67	3		
Employee Availability Imp	0.50	1.09	6		
Employee Availability Avg	5.00	5.00	5		
Employee Separation Rate	-6.00	11.31	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	7.67	4		
Grievance - Cost Reduction	0.00	6.08	4		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.41



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR FY2023 Year-to-date

HQ CLO

Performance Indicator	Goal	Achieved	Cell		Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell		Allocated Weight	Weighted Rating		
			Value							Value					
Controllable Income	0.50	-0.73	3	x	9%	=	0.2700	Surface Transportation Trip Utilization	51.25	61.22	7	x	25%	=	1.7500
Total Revenue % to Plan	0.00	-0.42	4	x	7%	=	0.2800	Air Network Matrix Utilization	95.15	93.60	4				
Total Operating Expense (TOE)	0.00	2.05	3	x	7%	=	0.2100	Bypass Utilization	86.00	88.09	8				
Functional Effectiveness Logistics			5	x	40%	=	2.0000	Air Network Utilization	5.00	5.00	5	x	35%	=	1.7500
Market Dominant Composite	93.00	92.67	4	x	4%	=	0.1600	Trips on Time - Logistics	85.00	80.79	4	x	25%	=	1.0000
Competitive Composite	91.50	90.13	3	x	5%	=	0.1500	Employee Separation Rate - Logistics	-6.00	11.31	2	x	15%	=	0.3000
Scanning Visibility	92.00	94.50	6	x	4%	=	0.2400								
Customer Experience - Delivery	80.94	75.06	3												
Customer Experience - C360 Rate	40.05	40.83	5												
Customer Experience - C360 Imp	5.00	8.13	6												
Customer Experience - BSN	98.00	98.86	10												
Customer Experience - BMEU	96.29	96.92	9												
Customer Experience - POS	87.46	86.34	4												
Customer Experience - CCC	69.88	84.42	10												
Customer Experience - USPS.com	73.41	72.44	4												
Customer Experience Index	4.50	6.20	6	x	5.5%	=	0.3300								
Total Accidents Rate	14.25	21.57	0												
Total Accidents Imp	-10.00	10.46	0												
Total Accidents Avg			0	x	5.5%	=	0.0000								
Employee Availability Rate	92.52	90.67	3												
Employee Availability Imp	0.50	1.09	6												
Employee Availability Avg	5.00	5.00	5												
Employee Separation Rate	-6.00	11.31	2												
Grievance - Step	1.50	0.00	10												
Grievance - Case Pending	0.00	7.67	4												
Grievance - Cost Reduction	0.00	6.08	4												
Grievance Avg	5.00	6.00	6												
Employee Utilization			4	x	13%	=	0.5200								
			NPA Composite Performance Summary					4.16							

Functional Effectiveness Logistics 5



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR 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	-0.73	3 x	9% =	0.2700	Operating Plan Precision	79.00	85.03	6 x	25% =	1.5000
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800	Efficiency Index % SPLY - P&M	0.00	-0.81	4 x	25% =	1.0000
Total Operating Expense (TOE)	0.00	2.05	3 x	7% =	0.2100	Four Walls Service	98.00	97.62	4		
Functional Effectiveness Processing & Maintenance			4 x	40% =	1.6000	Division Performance	96.50	96.49	4		
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600	Processing Index	5.00	4.00	4 x	40% =	1.6000
Competitive Composite	91.50	90.13	3 x	5% =	0.1500	Employee Separation Rate - P&M	-6.00	11.31	2 x	10% =	0.2000
Scanning Visibility	93.25	92.90	4 x	4% =	0.1600	Functional Effectiveness Processing & Maintenance					4
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.83	5								
Customer Experience - C360 Imp	5.00	8.13	6								
Customer Experience - BSN	98.00	98.86	10								
Customer Experience - BMEU	96.29	96.92	9								
Customer Experience - POS	87.46	86.34	4								
Customer Experience - CCC	69.88	84.42	10								
Customer Experience - USPS.com	73.41	72.44	4								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	7.50	7.23	5								
Total Accidents Imp	-10.00	-3.49	2								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.67	3								
Employee Availability Imp	0.50	1.09	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	11.31	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.67	4								
Grievance - Cost Reduction	0.00	6.08	4								
Grievance Avg	5.00	6.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					3.96						





# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR FY2023 Year-to-date

HQ CRDO

Performance Indicator	Goal	Achieved	Cell		Allocated Weight	Weighted Rating	Functional Effectiveness Breakdown	Goal	Achieved	Cell		Allocated Weight	Weighted Rating		
			Value							Value					
Controllable Income	0.50	-0.73	3	x	9%	=	0.2700	F2DPH % SPLY	0.25	1.65	5	x	50%	=	2.5000
Total Revenue % to Plan	0.00	-0.42	4	x	7%	=	0.2800	CSV/SOV Variance	95.00	94.34	4				
Total Operating Expense (TOE)	0.00	2.05	3	x	7%	=	0.2100	CSV/SOV Opportunity % SPLY	19.98	42.95	6				
Functional Effectiveness Retail and Delivery			5	x	40%	=	2.0000	CSV/SOV	5	6	6	x	30%	=	1.8000
Market Dominant Composite	93.00	92.67	4	x	4%	=	0.1600	Employee Separation Rate - R&D	-6.00	11.31	2	x	20%	=	0.4000
Competitive Composite	95.75	95.47	4	x	5%	=	0.2000	Functional Effectiveness Retail and Delivery							5
Scanning Visibility	99.30	99.13	3	x	4%	=	0.1200								
Customer Experience - Delivery	80.94	75.06	3												
Customer Experience - C360 Rate	40.05	40.83	5												
Customer Experience - C360 Imp	5.00	8.13	6												
Customer Experience - BSN	98.00	98.86	10												
Customer Experience - BMEU	96.29	96.92	9												
Customer Experience - POS	87.46	86.34	4												
Customer Experience - CCC	69.88	84.42	10												
Customer Experience - USPS.com	73.41	72.44	4												
Customer Experience Index	4.50	6.20	6	x	5.5%	=	0.3300								
Total Accidents Rate	14.25	14.45	4												
Total Accidents Imp	-10.00	-0.54	1												
Total Accidents Avg			4	x	5.5%	=	0.2200								
Employee Availability Rate	92.52	90.67	3												
Employee Availability Imp	0.50	1.09	6												
Employee Availability Avg	5.00	5.00	5												
Employee Separation Rate	-6.00	11.31	2												
Grievance - Step	1.50	0.00	10												
Grievance - Case Pending	0.00	7.87	4												
Grievance - Cost Reduction	0.00	6.08	4												
Grievance Avg	5.00	6.00	6												
Employee Utilization			4	x	13%	=	0.5200								
NPA Composite Performance Summary							4.31								



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR FY2023 Year-to-date

HQ CTO

Performance Indicator	Goal	Achieved	Cell	Allocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	Allocated	Weighted
			Value	Weight	Rating				Value	Weight	Rating
Controllable Income	0.50	-0.73	3 x	9% =	0.2700	Total Operating Expense (TOE) - CTO	0.00	2.05	3 x	15% =	0.4500
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800	Market Dominant Composite - CTO	93.00	92.67	4 x	25% =	1.0000
Total Operating Expense (TOE)	0.00	2.05	3 x	7% =	0.2100	Competitive Composite - CTO	95.75	95.47	4 x	35% =	1.4000
Functional Effectiveness HQ CTO			4 x	40% =	1.6000	Scanning Visibility - CTO	97.16	96.92	4 x	25% =	1.0000
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600	Functional Effectiveness HQ CTO					4
Competitive Composite	95.75	95.47	4 x	5% =	0.2000						
Scanning Visibility	97.16	96.92	4 x	4% =	0.1600						
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.83	5								
Customer Experience - C360 Imp	5.00	8.13	6								
Customer Experience - BSN	98.00	98.86	10								
Customer Experience - BMEU	96.29	96.92	9								
Customer Experience - POS	87.46	86.34	4								
Customer Experience - CCC	69.88	84.42	10								
Customer Experience - USPS.com	73.41	72.44	4								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	12.93	5								
Total Accidents Imp	-10.00	-1.85	1								
Total Accidents Avg			5 x	5.5% =	0.2750						
Employee Availability Rate	92.52	90.67	3								
Employee Availability Imp	0.50	1.09	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	11.31	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.87	4								
Grievance - Cost Reduction	0.00	6.08	4								
Grievance Avg	5.00	5.00	6								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					4.01						



# NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - MAR FY2023 Year-to-date

HQ Fleet Management

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	-0.73	3 x	9% =	0.2700	Percent PMs Delinquent	4.00	6.74	4 x	40% =	1.6000
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800	Vehicle Availability	97.00	97.02	5 x	40% =	2.0000
Total Operating Expense (TOE)	0.00	2.05	3 x	7% =	0.2100	Employee Separation Rate - Fleet	-6.00	11.31	2 x	20% =	0.4000
Functional Effectiveness Fleet			4 x	40% =	1.6000			Functional Effectiveness Fleet			4
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600						
Competitive Composite	95.75	95.47	4 x	5% =	0.2000						
Scanning Visibility	99.30	99.13	3 x	4% =	0.1200						
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.83	5								
Customer Experience - C360 Imp	5.00	8.13	6								
Customer Experience - BSN	96.00	96.66	10								
Customer Experience - BMEU	96.29	96.92	9								
Customer Experience - POS	87.46	86.34	4								
Customer Experience - CCC	69.68	84.42	10								
Customer Experience - USPS.com	73.41	72.44	4								
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300						
Total Accidents Rate	14.25	14.45	4								
Total Accidents Imp	-10.00	-0.54	1								
Total Accidents Avg			4 x	5.5% =	0.2200						
Employee Availability Rate	92.52	90.67	3								
Employee Availability Imp	0.50	1.09	6								
Employee Availability Avg	5.00	5.00	5								
Employee Separation Rate	-6.00	11.31	2								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.67	4								
Grievance - Cost Reduction	0.00	6.08	4								
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 - MAR FY2023 Year-to-date

HQ PMG

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	-0.73	3 x	9% =	0.2700
Total Revenue % to Plan	0.00	-0.42	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.05	3 x	7% =	0.2100
Functional Effectiveness HQ PMG	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	92.67	4 x	4% =	0.1600
Competitive Composite	95.75	95.47	4 x	5% =	0.2000
Scanning Visibility	97.16	96.92	4 x	4% =	0.1600
Customer Experience - Delivery	80.94	75.06	3		
Customer Experience - C360 Rate	40.05	40.83	5		
Customer Experience - C360 Imp	5.00	8.13	6		
Customer Experience - BSN	98.00	98.86	10		
Customer Experience - BMEU	96.29	96.92	9		
Customer Experience - POS	87.46	86.34	4		
Customer Experience - CCC	69.88	84.42	10		
Customer Experience - USPS.com	73.41	72.44	4		
Customer Experience Index	4.50	6.20	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	12.93	5		
Total Accidents Imp	-10.00	-1.85	1		
Total Accidents Avg			5 x	5.5% =	0.2750
Employee Availability Rate	92.52	90.67	3		
Employee Availability Imp	0.50	1.09	6		
Employee Availability Avg	5.00	5.00	5		
Employee Separation Rate	-6.00	11.31	2		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	7.67	4		
Grievance - Cost Reduction	0.00	6.08	4		
Grievance Avg	5.00	6.00	6		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.41