# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

Over a year ago, NAPS headquarters initiated discussions with postal headquarters about redundant reports and had initial success in eliminating the use of reports that were redundant and superfluous working through USPS Headquarters. However, each time a report was eliminated, someone at the District or Area level developed another report that duplicated information that was already available in other forms or programs.

NAPS believed that the best way to identify and eliminate reporting or log activities that do not have or increase management value was to have an agreement between NAPS and the Postal Service to drive the discussions on these matters at the District level, between local NAPS branches and District leadership. The resident officers believed that a review of checklists, reports and tracking methodologies that local NAPS officers deemed as redundant or unnecessary, should be brought to management at the local level.

On April 6, 2012, instructions were sent to the field from Dean Granholm, Vice President, Delivery and Post Office Operations, that state:

> "Leaders at the Area and District level and lead field representatives of our management associations are best situated to discuss and determine whether a report or log used locally contributes toward performance improvement and increased efficiency.

> To that end, district level management should meet with the lead local representative s of our management associations when there are concerns about whether any local reporting, logging, or tracking tool contributes meaningfully toward our performance and efficiency goals, or is redundant or unnecessary. We should anticipate that most, if not all related concerns will be worked out locally or if necessary, at the area level."

## Steps for NAPS to take at the local level:

- At your next scheduled branch meeting, or at a special meeting you may want to schedule for purposes of this initiative, a group of executive board or regular members should be formed as a committee to review the current reports, logs or tracking tools used in your district.

- Make a determination of the relevance, benefit or lack thereof of the identified report, log or tracking tool and establish NAPS' rationale in eliminating the unnecessary reporting requirements. Fully develop your rationale and prepare a presentation to make at the district level.

- Schedule a meeting with the appropriate management official at the district to discuss the report, log or tracking tool and provide your data and supporting documentation in advance of the meeting.

- Conduct a meeting with district officials to resolve the matter. Should no agreement be reached, contact your NAPS Area Vice President for further guidance to move the issue to the Area level.

Local branches who follow these steps in developing their lists of perceived unnecessary reports, log and tracking tools will help local Customer Service Supervisors in Post offices, stations and branches perform their duties more efficiently.