

	1	2	3	4	5	6	7	8	9	10
Controllable Income	-4.74	-3.74	-2.75	-1.75	-0.75	0.25	1.25	2.24	3.24	4.24
Total Revenue FPR % Plan	-4.88	-3.66	-2.44	-1.22	0.00	1.22	2.44	3.66	4.88	6.10
Total Operating Expense (TOE)	4.84	3.63	2.42	1.21	0.00	-1.21	-2.42	-3.63	-4.84	-6.05
Total Workhours % Plan	10.50	7.88	5.25	2.63	0.00	-3.80	-7.60	-11.40	-15.20	-19.00
Functional Effectiveness	1	2	3	4	5	6	7	8	9	10
Market Dominant Composite	91.52	91.91	92.30	92.69	93.08	93.63	94.18	94.72	95.27	95.82
Competitive Composite										
Competitive Composite - National & Retail and Delivery	94.00	94.39	94.78	95.16	95.55	95.94	96.32	96.71	97.09	97.48
Competitive Composite - Processing & Logistics	87.92	88.74	89.56	90.37	91.19	91.84	92.48	93.13	93.77	94.42
Scanning Visibility										
Scanning Visibility - National	96.00	96.29	96.58	96.87	97.16	97.37	97.58	97.78	97.99	98.20
Scanning Visibility - Retail and Delivery	98.80	98.93	99.05	99.18	99.30	99.41	99.52	99.63	99.74	99.85
Scanning Visibility - Processing and Maintenance	90.25	91.00	91.75	92.50	93.25	94.37	95.49	96.61	97.73	98.85
Scanning Visibility - Logistics	90.00	91.25	92.50	93.75	95.00	95.90	96.80	97.70	98.60	99.50
Customer Experience Index	1	2	3	4	5	6	7	8	9	10
Customer Experience - Delivery	63.90	68.16	72.42	76.68	80.94	82.75	84.56	86.38	88.19	90.00
Customer Experience - C360 Rate	40.00	41.50	43.00	44.50	46.00	48.80	51.60	54.40	57.20	60.00
Customer Experience - C360 Imp	0.00	1.25	2.50	3.75	5.00	8.00	11.00	14.00	17.00	20.00
Customer Experience - BSN	87.50	90.13	92.75	95.38	98.00	98.20	98.40	98.60	98.80	99.00
Customer Experience - BMEU	80.00	84.07	88.15	92.22	96.29	96.83	97.37	97.92	98.46	99.00
Customer Experience- POS	82.37	83.64	84.92	86.19	87.46	88.50	89.54	90.57	91.61	92.65
Customer Experience - CCC	70.00	73.75	77.50	81.25	85.00	86.00	87.00	88.00	89.00	90.00
Customer Experience- USPS.com	62.50	66.39	70.29	74.18	78.07	78.86	79.64	80.43	81.21	82.00
Total Accidents										
Total Accidents Rate - National	16.75	15.88	15.00	14.13	13.25	12.80	12.35	11.90	11.45	11.00
Total Accidents Rate - Retail, Delivery, & Logistics	19.95	18.53	17.10	15.68	14.25	12.05	9.85	7.65	5.45	3.25
Total Accidents Rate - Processing & Maintenance	11.25	10.31	9.38	8.44	7.50	6.55	5.60	4.65	3.70	2.75
Total Accidents Imp	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
Employee Utilization										
Employee Availability Rate - National	88.40	89.68	90.97	92.25	93.53	94.51	95.49	96.48	97.46	98.44
Employee Availability Rate - HQ	93.50	93.88	94.25	94.63	95.00	95.10	95.20	95.30	95.40	95.50
Employee Availability Rate - CRDO	88.83	90.03	91.24	92.44	93.64	94.44	95.24	96.04	96.84	97.64
Employee Availability Rate - CPDO	83.00	84.50	86.00	87.50	89.00	90.25	91.50	92.75	94.00	95.25
Employee Availability Rate - CLO	89.17	90.10	91.04	91.97	92.90	94.20	95.50	96.79	98.09	99.39
Employee Availability Rate - Fleet	89.33	90.69	92.05	93.41	94.77	95.58	96.39	97.20	98.01	98.82
Employee Availability Imp	-3.95	-2.78	-1.60	-0.43	0.75	1.60	2.45	3.30	4.15	5.00
Employee Availability Avg	1	2	3	4	5	6	7	8	9	10
Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
Grievance Index	1	2	3	4	5	6	7	8	9	10
Grievance - Step 2 + A	30.00	22.88	15.75	8.63	1.50	1.20	0.90	0.60	0.30	0.00
Grievance - Step 3 + B	2.00	1.88	1.75	1.63	1.50	1.20	0.90	0.60	0.30	0.00
Grievance - Case Pending	60.00	45.00	30.00	15.00	0.00	-12.00	-24.00	-36.00	-48.00	-60.00
Grievance - Cost Reduction	65.00	48.75	32.50	16.25	0.00	-13.00	-26.00	-39.00	-52.00	-65.00
CHRO Onboarding Achievement Rate	1.00	-3.00	-7.00	-11.00	-15.00	-19.00	-23.00	-27.00	-31.00	-35.00
CHRO EEO Formal Per 100 Employees vs SPLY	1.10	1.06	1.03	0.99	0.95	0.76	0.57	0.38	0.19	0.00
CHRO Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
CHRO Employee Availability Rate - HQ	93.50	93.88	94.25	94.63	95.00	95.10	95.20	95.30	95.40	95.50
CHRO OSHA Injuries and Illness	9.00	8.13	7.25	6.38	5.50	4.80	4.10	3.40	2.70	2.00
Gen Counsel Law Department Client Survey	4.37	4.44	4.51	4.58	4.65	4.68	4.72	4.75	4.79	4.82
Gen Counsel National Average Payout (Employment and Labor)	3,499	3,305	3,112	2,918	2,724	2,642	2,560	2,478	2,396	2,314
Gen Counsel Process FOIA Requests Timely	89.00	90.50	92.00	93.50	95.00	95.40	95.80	96.20	96.60	97.00
Gen Counsel Appellate Win Rate	83.00	84.75	86.50	88.25	90.00	91.40	92.80	94.20	95.60	97.00
Gen Counsel Employee Availability Rate - HQ	93.50	93.88	94.25	94.63	95.00	95.10	95.20	95.30	95.40	95.50
CCMO Annual Sales Closed % Plan	-15.00	-11.25	-7.50	-3.75	0.00	8.40	16.80	25.20	33.60	42.00
CCMO Customer Experience - Issue Resolution	1	2	3	4	5	6	7	8	9	10
CCMO CX - Issue Resolution - BSN Answered Clearly	93.60	94.85	96.10	97.35	98.60	98.78	98.96	99.14	99.32	99.50
CCMO CX - Issue Resolution - C360 Successful Resolution	35.00	36.84	38.67	40.51	42.34	42.75	43.16	43.56	43.97	44.38
CCMO CX - Issue Resolution - CCC Live Agent/IVR	83.88	84.05	84.21	84.38	84.54	84.66	84.78	84.90	85.02	85.14
CCMO MSSC OSAT Survey	85.50	86.88	88.25	89.63	91.00	92.00	93.00	94.00	95.00	96.00
CCMO Employee Availability Rate - HQ	93.50	93.88	94.25	94.63	95.00	95.10	95.20	95.30	95.40	95.50
CTO Scanning Visibility - National	96.00	96.29	96.58	96.87	97.16	97.37	97.58	97.78	97.99	98.20
CTO Package Efficiency	2262.00	2682.50	3103.00	3523.50	3944.00	4400.40	4856.80	5313.20	5769.60	6226.00
CTO Market Dominant Composite	91.52	91.91	92.30	92.69	93.08	93.63	94.18	94.72	95.27	95.82
CTO Competitive Composite - National & Retail and Delivery	94.00	94.39	94.78	95.16	95.55	95.94	96.32	96.71	97.09	97.48
CTO Employee Availability Rate - HQ	93.5	93.875	94.25	94.625	95	95.1	95.2	95.3	95.4	95.5
CIO Overall Cell (Average of all Functional Effectiveness Scorecards)	1.00	2.00	3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00
CFO Overall Cell (Average of all Functional Effectiveness Scorecards)	1	2	3	4	5	6	7	8	9	10
PMG Overall Cell (Average of all Functional Effectiveness Scorecards)	1	2	3	4	5	6	7	8	9	10
IS Overall Cell (Average of all Functional Effectiveness Scorecards)	1	2	3	4	5	6	7	8	9	10
CCBSO Total Shipping and Package Revenue % Plan	-4.00	-3.00	-2.00	-1.00	0.00	1.37	2.74	4.12	5.49	6.86
CCBSO Total Shipping and Package Volume % Plan	-4.00	-3.00	-2.00	-1.00	0.00	1.37	2.74	4.12	5.49	6.86
CCBSO Employee Availability Rate - HQ	93.50	93.88	94.25	94.63	95.00	95.10	95.20	95.30	95.40	95.50
CLO-LOG Surface Transportation Trip Utilization	35.99	40.43	44.87	49.32	53.76	59.63	65.49	71.36	77.23	83.09
CLO-LOG Air Network Utilization	75.00	77.50	80.00	82.50	85.00	87.00	89.00	91.00	93.00	95.00
CLO-LOG Service 2-5 Day Composite	88.50	89.00	89.50	90.00	90.50	91.15	91.80	92.45	93.10	93.75
CLO-LOG Scanning Visibility - Logistics	90.00	91.25	92.50	93.75	95.00	95.90	96.80	97.70	98.60	99.50
CLO-LOG Trips on Time	75.23	78.04	80.85	83.66	86.47	88.58	90.68	92.79	94.89	97.00
CLO-LOG Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
CLO-LOG Employee Availability Rate - CLO	89.17	90.10	91.04	91.97	92.90	94.20	95.50	96.79	98.09	99.39
STC Surface Transportation Trip Utilization	35.99	40.43	44.87	49.32	53.76	59.63	65.49	71.36	77.23	83.09
STC Trips on Time	75.23	78.04	80.85	83.66	86.47	88.58	90.68	92.79	94.89	97.00
STC Cycle Time	0:48:00	0:43:00	0:38:00	0:33:00	0:28:00	0:25:00	0:22:00	0:19:00	0:16:00	0:13:00

STC	Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
STC	Employee Availability Rate - CLO	89.17	90.10	91.04	91.97	92.90	94.20	95.50	96.79	98.09	99.39
CPDO-PROC	Operating Plan Precision	67.64	71.12	74.59	78.07	81.54	84.96	88.38	91.79	95.21	98.63
CPDO-PROC	Efficiency Index % SPLY	-10.00	-7.50	-5.00	-2.50	0.00	3.00	6.00	9.00	12.00	15.00
CPDO-PROC	Four Walls Service Index	1.00	2.00	3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00
CPDO-PROC	Four Wall Service	95.59	96.19	96.80	97.40	98.00	98.31	98.62	98.93	99.24	99.55
CPDO-PROC	Intra Division Service	94.00	94.63	95.25	95.88	96.50	96.80	97.10	97.40	97.70	98.00
CPDO-PROC	Network Division Performance	90.00	90.50	91.00	91.50	92.00	92.40	92.80	93.20	93.60	94.00
CPDO-PROC	Scanning Visibility - Processing and Maintenance	90.25	91.00	91.75	92.50	93.25	94.37	95.49	96.61	97.73	98.85
CPDO-PROC	Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
CPDO-PROC	Employee Availability Rate - CPDO	83.00	84.50	86.00	87.50	89.00	90.25	91.50	92.75	94.00	95.25
ISC	CBP ISC Intercept	80.00	83.75	87.50	91.25	95.00	95.60	96.20	96.80	97.40	98.00
ISC	Efficiency Index % SPLY	-10.00	-7.50	-5.00	-2.50	0.00	3.00	6.00	9.00	12.00	15.00
ISC	Trips on Time	75.23	78.04	80.85	83.66	86.47	88.58	90.68	92.79	94.89	97.00
ISC	Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
ISC	Employee Availability Rate - CPDO	83.00	84.50	86.00	87.50	89.00	90.25	91.50	92.75	94.00	95.25
REC	REC Site Keyer Effectiveness - IPKH	884.00	886.95	889.89	892.84	895.78	898.22	900.67	903.11	905.56	908.00
REC	REC Site Keyer Effectiveness - Keyer Efficiency	85.25	85.55	85.86	86.16	86.46	87.97	89.48	90.98	92.49	94.00
REC	Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
REC	Employee Availability Rate - CPDO	83.00	84.50	86.00	87.50	89.00	90.25	91.50	92.75	94.00	95.25
CRDO	F2DPH % SPLY	-4.50	-3.25	-2.00	-0.75	0.50	3.50	6.50	9.50	12.50	15.50
CRDO	CSV/SOV Variance	80.00	83.75	87.50	91.25	95.00	103.20	111.40	119.60	127.80	136.00
CRDO	CSV/SOV Opportunity % SPLY	-99.00	-69.25	-39.50	-9.75	20.00	35.80	51.60	67.40	83.20	99.00
CRDO	Last Mile Package	87.05	90.05	93.05	96.05	99.05	99.15	99.25	99.35	99.45	99.55
CRDO	Scanning Visibility - Retail and Delivery	98.80	98.93	99.05	99.18	99.30	99.41	99.52	99.63	99.74	99.85
CRDO	Employee Separation Rate	22.50	14.75	7.00	-0.75	-8.50	-12.80	-17.10	-21.40	-25.70	-30.00
CRDO	Employee Availability Rate - CRDO	88.83	90.03	91.24	92.44	93.64	94.44	95.24	96.04	96.84	97.64
FLEET	% PMs Delinquent	10.00	8.75	7.50	6.25	5.00	4.00	3.00	2.00	1.00	0.00
FLEET	Vehicle Availability	95.02	95.55	96.08	96.60	97.13	97.59	98.05	98.50	98.96	99.42
FLEET	% PS/DS	6.50	5.50	4.50	3.50	2.50	2.00	1.50	1.00	0.50	0.00
FLEET	% Inventory Adjustments	7.42	6.13	4.84	3.54	2.25	1.80	1.35	0.90	0.45	0.00
FLEET	Employee Availability Rate - Fleet	89.33	90.69	92.05	93.41	94.77	95.58	96.39	97.20	98.01	98.82