



Don Flak
Executive Director
Performance and Field Operations Support

May 31, 2023

HQ
NOVEMBER YTD





NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - NOV 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	0.12	4 x	9%	= 0.3600	Shipping and Package Services Rev % Plan	0.00	4.24	7 x	40%	= 2.8000
Total Revenue % to Plan	0.00	-0.07	4 x	7%	= 0.2800	Shipping and Package Services Vol % Plan	0.00	1.58	6 x	40%	= 2.4000
Total Operating Expense (TOE)	0.00	2.04	3 x	7%	= 0.2100	FE Score Average	5.00	5.00	5 x	20%	= 1.0000
Functional Effectiveness HQ CCBSO			6 x	40%	= 2.4000						
Market Dominant Composite	93.00	93.11	5 x	4%	= 0.2000	Functional Effectiveness HQ CCBSO					5
Competitive Composite	95.75	96.89	9 x	5%	= 0.4500						
Scanning Visibility	97.16	96.68	3 x	4%	= 0.1200						
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.51	5								
Customer Experience - C360 Imp	5.00	9.49	6								
Customer Experience - BSN	98.00	98.55	8								
Customer Experience - BMEU	96.29	97.23	10								
Customer Experience - POS	87.46	86.21	4								
Customer Experience - CCC	69.88	84.52	10								
Customer Experience - USPS.com	73.41	74.61	5								
Customer Experience Index	4.50	6.15	6 x	5.5%	= 0.3300						
Total Accidents Rate	13.25	11.85	8								
Total Accidents Imp	-10.00	-11.82	5								
Total Accidents Avg			8 x	5.5%	= 0.4400						
Employee Availability Rate	92.52	89.59	2								
Employee Availability Imp	0.50	0.46	4								
Employee Availability Avg	5.00	3.00	3								
Employee Separation Rate	-6.00	6.78	3								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.43	4								
Grievance - Cost Reduction	0.00	-13.97	6								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13%	= 0.5200						
NPA Composite Performance Summary					5.31						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - NOV 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	0.12	4 x	9% =	0.3600	Annual Sales Closed % Plan	100.00	155.33	10 x	50% =	5.0000
Total Revenue % to Plan	0.00	-0.07	4 x	7% =	0.2800	CX Resolution - C360 - Successful Resolution	39.21	43.75	10		
Total Operating Expense (TOE)	0.00	2.04	3 x	7% =	0.2100	CX Resolution - BSN - Answered Clearly	98.60	99.18	7		
Functional Effectiveness HQ CCMO			8 x	40% =	3.2000	CX Resolution - CCC - IVR	52.76	59.65	7		
Market Dominant Composite	93.00	93.11	5 x	4% =	0.2000	CX Resolution - CCC - Live Agent	55.69	64.29	7		
Competitive Composite	95.75	96.89	9 x	5% =	0.4500	CX Resolution Composite	5.00	7.00	7 x	30% =	2.1000
Scanning Visibility	97.16	96.68	3 x	4% =	0.1200	MSSC OSAT Survey	90.00	92.75	6 x	20% =	1.2000
Customer Experience - Delivery	80.94	75.06	3			Functional Effectiveness HQ CCMO					8
Customer Experience - C360 Rate	40.05	40.51	5								
Customer Experience - C360 Imp	5.00	9.49	6								
Customer Experience - BSN	98.00	98.55	8								
Customer Experience - BMEU	96.29	97.23	10								
Customer Experience - POS	87.46	86.21	4								
Customer Experience - CCC	69.88	84.52	10								
Customer Experience - USPS.com	73.41	74.61	5								
Customer Experience Index	4.50	6.15	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	11.85	8								
Total Accidents Imp	-10.00	-11.82	5								
Total Accidents Avg			8 x	5.5% =	0.4400						
Employee Availability Rate	92.52	89.99	2								
Employee Availability Imp	0.50	0.46	4								
Employee Availability Avg	5.00	3.00	3								
Employee Separation Rate	-6.00	6.78	3								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.43	4								
Grievance - Cost Reduction	0.00	-13.97	6								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					6.11						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - NOV FY2023 Year-to-date

HQ CFO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	0.12	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.07	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.04	3 x	7% =	0.2100
Functional Effectiveness HQ CFO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	93.11	5 x	4% =	0.2000
Competitive Composite	95.75	96.89	9 x	5% =	0.4500
Scanning Visibility	97.16	96.68	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.06	3		
Customer Experience - C360 Rate	40.05	40.51	5		
Customer Experience - C360 Imp	5.00	9.49	6		
Customer Experience - BSN	98.00	98.55	8		
Customer Experience - BMEU	96.29	97.23	10		
Customer Experience - PDS	87.46	86.21	4		
Customer Experience - CCC	69.68	84.52	10		
Customer Experience - USPS.com	73.41	74.61	5		
Customer Experience Index	4.50	6.15	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	11.85	8		
Total Accidents Imp	-10.00	-11.82	5		
Total Accidents Avg			8 x	5.5% =	0.4400
Employee Availability Rate	92.52	89.99	2		
Employee Availability Imp	0.50	0.46	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	6.78	3		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	7.43	4		
Grievance - Cost Reduction	0.00	-13.97	6		
Grievance Avg	5.00	7.00	7		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.91



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - NOV FY2023 Year-to-date

HQ CHRO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	0.12	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.07	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.04	3 x	7% =	0.2100
Functional Effectiveness HQ CHRO			6 x	40% =	2.4000
Market Dominant Composite	93.00	93.11	5 x	4% =	0.2000
Competitive Composite	95.75	96.89	9 x	5% =	0.4500
Scanning Visibility	97.16	96.68	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.06	3		
Customer Experience - C360 Rate	40.05	40.51	5		
Customer Experience - C360 Imp	5.00	9.49	6		
Customer Experience - BSN	98.00	98.55	8		
Customer Experience - BMEU	96.29	97.23	10		
Customer Experience - POS	87.46	86.21	4		
Customer Experience - CCC	69.68	84.52	10		
Customer Experience - USPS.com	73.41	74.61	5		
Customer Experience Index	4.50	6.15	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	11.85	8		
Total Accidents Imp	-10.00	-11.82	5		
Total Accidents Avg			8 x	5.5% =	0.4400
Employee Availability Rate	92.52	89.99	2		
Employee Availability Imp	0.50	0.46	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	6.78	3		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	7.43	4		
Grievance - Cost Reduction	0.00	-13.97	6		
Grievance Avg	5.00	7.00	7		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					5.31

Functional Effectiveness Breakdown	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Onboarding Achievement Rate	-15.00	-56.00	10 x	25% =	2.5000
EEO Formals Per 100 Employees vs SPLY	0.95	0.97	4 x	25% =	1.0000
Employee Utilization - CHRO	5.00	4.00	4 x	50% =	2.0000
Functional Effectiveness HQ CHRO					6

Report Card Detail - NOV FY2023 Year-to-date

HQ CIO

Performance Indicator	Goal	Achieved	Cell Value	Allocated Weight	Weighted Rating
Controllable Income	0.50	0.12	4 x	9% =	0.3600
Total Revenue % to Plan	0.00	-0.07	4 x	7% =	0.2800
Total Operating Expense (TOE)	0.00	2.04	3 x	7% =	0.2100
Functional Effectiveness HQ CIO	5	5	5 x	40% =	2.0000
Market Dominant Composite	93.00	93.11	5 x	4% =	0.2000
Competitive Composite	95.75	96.89	9 x	5% =	0.4500
Scanning Visibility	97.16	96.68	3 x	4% =	0.1200
Customer Experience - Delivery	80.94	75.06	3		
Customer Experience - C360 Rate	40.05	40.51	5		
Customer Experience - C360 Imp	5.00	9.49	6		
Customer Experience - BSN	98.00	98.55	8		
Customer Experience - BMEU	96.29	97.23	10		
Customer Experience - POS	87.46	86.21	4		
Customer Experience - CCC	69.88	84.52	10		
Customer Experience - USPS.com	73.41	74.61	5		
Customer Experience Index	4.50	6.15	6 x	5.5% =	0.3300
Total Accidents Rate	13.25	11.85	8		
Total Accidents Imp	-10.00	-11.82	5		
Total Accidents Avg			8 x	5.5% =	0.4400
Employee Availability Rate	92.52	89.99	2		
Employee Availability Imp	0.50	0.46	4		
Employee Availability Avg	5.00	3.00	3		
Employee Separation Rate	-6.00	6.78	3		
Grievance - Step	1.50	0.00	10		
Grievance - Case Pending	0.00	7.43	4		
Grievance - Cost Reduction	0.00	-13.97	6		
Grievance Avg	5.00	7.00	7		
Employee Utilization			4 x	13% =	0.5200
NPA Composite Performance Summary					4.91

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	0.12	4 x	9% =	0.3600	Operating Plan Precision	79.00	85.07	6 x	25% =	1.5000
Total Revenue % to Plan	0.00	-0.07	4 x	7% =	0.2800	Efficiency Index % SPLY - P&M	0.00	3.16	6 x	25% =	1.5000
Total Operating Expense (TOE)	0.00	2.04	3 x	7% =	0.2100	Four Walls Service	98.00	97.15	3		
Functional Effectiveness Processing & Maintenance			5 x	40% =	2.0000	Division Performance	96.50	96.49	4		
Market Dominant Composite	93.00	93.11	5 x	4% =	0.2000	Processing Index	5.00	4.00	4 x	40% =	1.6000
Competitive Composite	91.50	93.23	7 x	5% =	0.3500	Employee Separation Rate - P&M	-6.00	6.78	3 x	10% =	0.3000
Scanning Visibility	93.25	92.37	3 x	4% =	0.1200	Functional Effectiveness Processing & Maintenance					5
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.51	5								
Customer Experience - C360 Imp	5.00	9.49	6								
Customer Experience - BSN	96.00	96.55	8								
Customer Experience - BMEU	96.29	97.23	10								
Customer Experience - POS	87.46	86.21	4								
Customer Experience - CCC	69.68	84.52	10								
Customer Experience - USPS.com	73.41	74.61	5								
Customer Experience Index	4.50	6.15	6 x	5.5% =	0.3300						
Total Accidents Rate	7.50	6.50	6								
Total Accidents Imp	-10.00	-0.11	1								
Total Accidents Avg			6 x	5.5% =	0.3300						
Employee Availability Rate	92.52	89.99	2								
Employee Availability Imp	0.50	0.46	4								
Employee Availability Avg	5.00	3.00	3								
Employee Separation Rate	-6.00	6.78	3								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.43	4								
Grievance - Cost Reduction	0.00	-13.97	6								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					4.70						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - NOV 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	0.12	4 x	9% =	0.3600	Total Operating Expense (TOE) - CTO	0.00	2.04	3 x	15% =	0.4500
Total Revenue % to Plan	0.00	-0.07	4 x	7% =	0.2800	Market Dominant Composite - CTO	93.00	93.11	5 x	25% =	1.2500
Total Operating Expense (TOE)	0.00	2.04	3 x	7% =	0.2100	Competitive Composite - CTO	95.75	96.89	9 x	35% =	3.1500
Functional Effectiveness HQ CTO			6 x	40% =	2.4000	Scanning Visibility - CTO	97.16	96.68	3 x	25% =	0.7500
Market Dominant Composite	93.00	93.11	5 x	4% =	0.2000	Functional Effectiveness HQ CTO					6
Competitive Composite	95.75	96.89	9 x	5% =	0.4500						
Scanning Visibility	97.16	96.68	3 x	4% =	0.1200						
Customer Experience - Delivery	80.94	75.06	3								
Customer Experience - C360 Rate	40.05	40.51	5								
Customer Experience - C360 Imp	5.00	9.49	6								
Customer Experience - BSN	98.00	98.55	8								
Customer Experience - BMEU	96.29	97.23	10								
Customer Experience - POS	87.46	86.21	4								
Customer Experience - CCC	69.88	84.52	10								
Customer Experience - USPS.com	73.41	74.61	5								
Customer Experience Index	4.50	6.15	6 x	5.5% =	0.3300						
Total Accidents Rate	13.25	11.85	8								
Total Accidents Imp	-10.00	-11.82	5								
Total Accidents Avg			8 x	5.5% =	0.4400						
Employee Availability Rate	92.52	89.99	2								
Employee Availability Imp	0.50	0.46	4								
Employee Availability Avg	5.00	3.00	3								
Employee Separation Rate	-6.00	6.78	3								
Grievance - Step	1.50	0.00	10								
Grievance - Case Pending	0.00	7.43	4								
Grievance - Cost Reduction	0.00	-13.97	6								
Grievance Avg	5.00	7.00	7								
Employee Utilization			4 x	13% =	0.5200						
NPA Composite Performance Summary					5.31						



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - NOV FY2023 Year-to-date

HQ Fleet Management

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	0.12	4	x	9%	=	0.3600						
Total Revenue % to Plan	0.00	-0.07	4	x	7%	=	0.2800						
Total Operating Expense (TOE)	0.00	2.04	3	x	7%	=	0.2100						
Functional Effectiveness Fleet			4	x	40%	=	1.6000						
Market Dominant Composite	93.00	93.11	5	x	4%	=	0.2000						
Competitive Composite	95.75	96.89	9	x	5%	=	0.4500						
Scanning Visibility	99.30	99.03	2	x	4%	=	0.0800						
Customer Experience - Delivery	80.94	75.06	3										
Customer Experience - C360 Rate	40.05	40.51	5										
Customer Experience - C360 Imp	5.00	9.49	6										
Customer Experience - BSN	98.00	98.55	8										
Customer Experience - BMEU	96.29	97.23	10										
Customer Experience - POS	87.46	86.21	4										
Customer Experience - CCC	69.88	84.52	10										
Customer Experience - USPS.com	73.41	74.61	5										
Customer Experience Index	4.50	6.15	6	x	5.5%	=	0.3300						
Total Accidents Rate	14.25	13.31	5										
Total Accidents Imp	-10.00	-0.02	1										
Total Accidents Avg			5	x	5.5%	=	0.2750						
Employee Availability Rate	92.52	89.99	2										
Employee Availability Imp	0.50	0.46	4										
Employee Availability Avg	5.00	3.00	3										
Employee Separation Rate	-6.00	6.78	3										
Grievance - Step	1.50	0.00	10										
Grievance - Case Pending	0.00	7.43	4										
Grievance - Cost Reduction	0.00	-13.97	5										
Employee Utilization			4	x	13%	=	0.5200						
NPA Composite Performance Summary							4.31						

Functional Effectiveness Fleet 4

Percent PMs Delinquent	4.00	8.37	4	x	40%	=	1.6000
Vehicle Availability	97.00	96.87	4	x	40%	=	1.6000
Employee Separation Rate - Fleet	-6.00	6.78	3	x	20%	=	0.6000



NATIONAL PERFORMANCE ASSESSMENT

Report Card Detail - NOV FY2023 Year-to-date

HQ PMG

Performance Indicator	Goal	Achieved	Cell		Allocated Weight	Weighted Rating
			Value			
Controllable Income	0.50	0.12	4	x	9%	= 0.3600
Total Revenue % to Plan	0.00	-0.07	4	x	7%	= 0.2800
Total Operating Expense (TOE)	0.00	2.04	3	x	7%	= 0.2100
Functional Effectiveness HQ PMG	5	5	5	x	40%	= 2.0000
Market Dominant Composite	93.00	93.11	5	x	4%	= 0.2000
Competitive Composite	95.75	96.89	9	x	5%	= 0.4500
Scanning Visibility	97.16	96.68	3	x	4%	= 0.1200
Customer Experience - Delivery	80.94	75.06	3			
Customer Experience - C360 Rate	40.05	40.51	5			
Customer Experience - C360 Imp	5.00	9.49	6			
Customer Experience - BSN	98.00	98.55	8			
Customer Experience - BMEU	96.29	97.23	10			
Customer Experience - POS	87.46	86.21	4			
Customer Experience - CCC	69.88	84.52	10			
Customer Experience - USPS.com	73.41	74.61	5			
Customer Experience Index	4.50	6.15	6	x	5.5%	= 0.3300
Total Accidents Rate	13.25	11.85	8			
Total Accidents Imp	-10.00	-11.82	5			
Total Accidents Avg			8	x	5.5%	= 0.4400
Employee Availability Rate	92.52	89.99	2			
Employee Availability Imp	0.50	0.46	4			
Employee Availability Avg	5.00	3.00	3			
Employee Separation Rate	-6.00	6.78	3			
Grievance - Step	1.50	0.00	10			
Grievance - Case Pending	0.00	7.43	4			
Grievance - Cost Reduction	0.00	-13.97	6			
Grievance Avg	5.00	7.00	7			
Employee Utilization			4	x	13%	= 0.5200
NPA Composite Performance Summary						4.91