

FY24 - MSSC OSAT Survey

MSSC OSAT Survey

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
85.50	86.88	88.25	89.63	91.00	92.00	93.00	94.00	95.00	96.00

Description

This indicator measures the achieved YTD overall customer satisfaction experience provided by the Mailing Requirements customer interaction compared to the 90% target.

MSSC OSAT Survey is one portion (20%) of the Functional Effectiveness - CCMO indicator.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

- Source** – External Vendor InMoment (Formerly Martiz) Customer Experience Survey
- Indicator Value** – Cell Block Value of MSSC Overall Satisfaction of Mailing Requirements Customer Interaction.
- Business Rule** – % Achieved = YTD Customer Satisfaction Survey Score
- Decimal Precision** – Two Decimals

Data Validation

Click the below link to directly access the MSSC page with the National MSSC OSAT Survey bargraph score (the far right bar labeled "National" is the MSSC OSAT Survey Score. Click on the image of the National OSAT bar and it will take you to the full workbook.

<https://blue.usps.gov/mail-acceptance/mrc-mailing-shipping-solutions-helpdesk.htm>

Note: The report can be accessed directly from the blue page using the above link. The link will take you to the MSSC Overall Satisfaction graph.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	FE Weight	Total Weight Towards Composite
HQ CCMO	Nation	20.0%	10.0%