



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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## Board Memo 010-19 – USPS HQ’s Manager Meet and Greet Mandate

Executive Board,

NAPS HQ was informed by members in the field that Postal Service headquarters mandated a *Manager Meet and Greet* to be completed by May 15. NAPS contacted USPS HQ regarding this mandate issue.

According to USPS HQ, the *Meet and Greet* is applicable to Level 22 and above offices identified as vital few. A vital few list is being compiled and will be provided to the USPS Area offices this week. Along with the vital few list, USPS HQ included a message to Area leadership providing clarification on this mandate. That message includes the following:

*“Please keep in mind the objective is for the PM/Station Manager to spend as much time as needed to identify root causes to improve DUT. It is at the local discretion as to how many and what days are needed to achieve results.”*

This *Manager Meet and Greet* mandate appears to have originated from the USPS HQ’s Acting/Manager, Retail & Customer Service Operations, which included the following instructions:

- *Manager Meet & Greet Opening Clerks – Focus on DUT (2 weeks)*
- *In order to improve Function Four performance, in all level 20 and above post offices the Station Manager/Postmaster must spend 2 weeks conducting a Meet and Greet with opening clerks.*
- *Station Managers and Postmasters should personally observe their operation for 2 weeks, by no later than May 15, 2019 to ensure:*
  - *Work is prioritized to leverage the earliest possible DUT*
  - *Schedules are aligned with mail arrival and workload*
  - *Supervisors provide daily productivity expectations*
  - *Pre-tour overtime is necessary (if used)*
  - *Distribution and parcel setups are efficient*
  - *Mail is not double handled*

- *Clerks do not congregate under a single PASS machine in parcel operations*
- *Bundled and presort mail is spread to carrier cases in one trip*
- *Clerks properly swipe to the correct operation*
- *Mail is accurately measured with a ruler for daily CSAW input*

*This list is not all inclusive, the goal is to improve DUT, F4 efficiencies, and reduce unnecessary overtime. Please be prepared to provide a summary of findings and report out on improvements within your Areas. Thanks!*

NAPS has not received a briefing on this national Meet and Greet mandate by USPS HQ. Please share this information with your members.

Thank you.

NAPS Headquarters