

Don Flak
Executive Director
Performance and Field Operations Support

August 9, 2023





HQ CCBSO

Performance Indicator	Goal	Achieved	Cell		Allocated	Weighted
			Value		Weight	Rating
Controllable Income	0.50	-1.56	2	х	9% =	0.1800
Total Revenue % to Plan	0.00	-1.45	3	х	7% =	0.2100
Total Operating Expense (TOE)	0.00	1.38	3	х	7% =	0.2100
Functional Effectiveness HQ CCBSO			5	х	40% =	2.0000
Market Dominant Composite	93.00	93.18	5	х	4% =	0.2000
Competitive Composite	95.75	95.83	5	х	5% =	0.2500
Scanning Visibility	97.16	96.97	4	х	4% =	0.1600
Customer Experience - Delivery	80.94	75.55	3			
Customer Experience - C360 Rate	40.05	41.94	5			
Customer Experience - C360 Imp	5.00	9.70	6			
Customer Experience - BSN	98.00	98.80	10			
Customer Experience - BMEU	96.29	96.93	9			
Customer Experience - POS	87.46	86.75	4			
Customer Experience - CCC	69.88	84.50	10			
Customer Experience - USPS.com	73.41	72.63	4			
Customer Experience Index	4.50	6.20	6	х	5.5% =	0.3300
Total Accidents Rate	13.25	13.12	5			
Total Accidents Imp	-10.00	-2.33	1			
Total Accidents Avg			5	х	5.5% =	0.2750
Employee Availability Rate	92.52	90.96	3			
Employee Availability Imp	0.50	1.05	6			
Employee Availability Avg	5.00	5.00	5			
Employee Separation Rate	-6.00	12.39	2			
Grievance - Step	1.50	0.39	8			
Grievance - Case Pending	0.00	18.30	3			
Grievance - Cost Reduction	0.00	-2.23	5			
Grievance Avg	5.00	5.00	5			
Employee Utilization			4	х	13% =	0.5200
		NPA Com	posite Perf	orm	ance Summary	4.34

Functional Effectiveness Breakdown	Goal	Achieved	Cell		Allocated	Weighted
			Value		Weight	Rating
Shipping and Package Services Rev % Plan	0.00	-0.72	4	х	40% =	1.6000
Shipping and Package Services Voll % Plan	0.00	0.74	5	х	40% =	2.0000
FE Score Average	5.00	5.00	5	х	20% =	1.0000
		Functio	nal Effecti	vene	s HQ CCBS	5 0

Report Card Detail - JUN FY2023 Year-to-date

HQ ССМО

Performance Indicator	Goal	Achieved	Cell	All	ocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell		Allocated	Weighted
			Value	1	Weight	Rating				Value		Weight	Rating
Controllable Income	0.50	-1.56	2	x	9% =	0.1800	Annual Sales Closed % Plan	100.00	121.44	7	х	50% =	3.5000
Total Revenue % to Plan	0.00	-1.45	3	×	7% =	0.2100	CX Resolution - C360 - Successful Resolution	39.21	44.87	10			
Total Operating Expense (TOE)	0.00	1.38	3	x	7% =	0.2100	CX Resolution - BSN - Answered Clearly	98.60	99.36	8			
Functional Effectiveness HQ CCMO			7	x	40% =	2.8000	CX Resolution - CCC - IVR	52.76	58.47	6			
Market Dominant Composite	93.00	93.18	5	x	4% =	0.2000	CX Resolution - CCC - Live Agent	55.69	63.96	7			
Competitive Composite	95.75	95.83	5	х	5% =	0.2500	CX Resolution Composite	5.00	7.00	7	х	30% =	2.1000
Scanning Visibility	97.16	96.97	4	x	4% =	0.1600	MSSC OSAT Survey	90.00	92.63	6	х	20% =	1.2000
Customer Experience - Delivery	80.94	75.55	3						Funct	ional Effecti	ivene	ss HQ CCMO	7
Customer Experience - C360 Rate	40.05	41.94	5									,	
Customer Experience - C360 Imp	5.00	9.70	6										
Customer Experience - BSN	98.00	98.80	10										
Customer Experience - BMEU	96.29	96.93	9										
Customer Experience - POS	87.46	86.75	4										
Customer Experience - CCC	69.88	84.50	10										
Customer Experience - USPS.com	73.41	72.63	4										
Customer Experience Index	4.50	6.20	6	x	5.5% =	0.3300							
Total Accidents Rate	13.25	13.12	5										
Total Accidents Imp	-10.00	-2.33	1										
Total Accidents Avg			5	x	5.5% =	0.2750							
Employee Availability Rate	92.52	90.96	3										
Employee Availability Imp	0.50	1.05	6										
Employee Availability Avg	5.00	5.00	5										
Employee Separation Rate	-6.00	12.39	2										
Grievance - Step	1.50	0.39	8										
Grievance - Case Pending	0.00	18.30	3										
Grievance - Cost Reduction	0.00	-2.23	5										
Grievance Avg	5.00	5.00	5										
Employee Utilization			4	×	13% =	0.5200							
		NPA Com	nposite Perf	formance	Summary	y 5.14							

HQ CFO

Performance Indicator	Goal	Achieved	Cell		Allocated		Weighted
			Value		Weight		Rating
Controllable Income	0.50	-1.56	2	×	996	=	0.1800
Total Revenue % to Plan	0.00	-1.45	3	х	796		0.2100
Total Operating Expense (TOE)	0.00	1.38	3	х	796	=	0.2100
Functional Effectiveness HQ CFO	5	5	5	х	40%	=	2.0000
Market Dominant Composite	93.00	93.18	5	х	4%	=	0.2000
Competitive Composite	95.75	95.83	5	х	5%	=	0.2500
Scanning Visibility	97.16	96.97	4	х	496	=	0.1600
Customer Experience - Delivery	80.94	75.55	3				
Customer Experience - C360 Rate	40.05	41.94	5				
Customer Experience - C360 Imp	5.00	9.70	6				
Customer Experience - BSN	98.00	98.80	10				
Customer Experience - BMEU	96.29	96.93	9				
Customer Experience - POS	87.46	86.75	4				
Customer Experience - CCC	69.88	84.50	10				
Customer Experience - USPS.com	73.41	72.63	4				
Customer Experience Index	4.50	6.20	6	х	5.5%	=	0.3300
Total Accidents Rate	13.25	13.12	5				
Total Accidents Imp	-10.00	-2.33	1				
Total Accidents Avg			5	х	5.5%	=	0.2750
Employee Availability Rate	92.52	90.96	3				
Employee Availability Imp	0.50	1.05	6				
Employee Availability Avg	5.00	5.00	5				
Employee Separation Rate	-6.00	12.39	2				
Grievance - Step	1.50	0.39	8				
Grievance - Case Pending	0.00	18.30	3				
Grievance - Cost Reduction	0.00	-2.23	5				
Grievance Avg	5.00	5.00	5				
Employee Utilization			4	х	13%	=	0.5200
		NPA Com	posite Perf	orm	ance Summa	ary	4.34

Report Card Detail - JUN FY2023 Year-to-date

HQ CHRO

Performance Indicator	Goal	Achieved	Cell		Allocated		Weighted
			Value		Weight		Rating
Controllable Income	0.50	-1.56	2	х	9%	=	0.1800
Total Revenue % to Plan	0.00	-1.45	3	х	7%	=	0.2100
Total Operating Expense (TOE)	0.00	1.38	3	х	7%	=	0.2100
Functional Effectiveness HQ CHRO			4	х	40%	=	1.6000
Market Dominant Composite	93.00	93.18	5	х	4%	=	0.2000
Competitive Composite	95.75	95.83	5	х	5%	=	0.2500
Scanning Visibility	97.16	96.97	4	х	4%	=	0.1600
Customer Experience - Delivery	80.94	75.55	3				
Customer Experience - C360 Rate	40.05	41.94	5				
Customer Experience - C360 Imp	5.00	9.70	6				
Customer Experience - BSN	98.00	98.80	10				
Customer Experience - BMEU	96.29	96.93	9				
Customer Experience - POS	87.46	86.75	4				
Customer Experience - CCC	69.88	84.50	10				
Customer Experience - USPS.com	73.41	72.63	4				
Customer Experience Index	4.50	6.20	6	х	5.5%	=	0.3300
Total Accidents Rate	13.25	13.12	5				
Total Accidents Imp	-10.00	-2.33	1				
Total Accidents Avg			5	х	5.5%	=	0.2750
Employee Availability Rate	92.52	90.96	3				
Employee Availability Imp	0.50	1.05	6				
Employee Availability Avg	5.00	5.00	5				
Employee Separation Rate	-6.00	12.39	2				
Grievance - Step	1.50	0.39	8				
Grievance - Case Pending	0.00	18.30	3				
Grievance - Cost Reduction	0.00	-2.23	5				
Grievance Avg	5.00	5.00	5				
Employee Utilization			4	х	13%	=	0.5200
		NPA Con	nposite Perf	orm	ance Summa	ary	3.94

Functional Effectiveness Breakdown	Goal	Achieved	Cell		Allocated		Weighted
			Value		Weight		Rating
Onboarding Achievement Rate	-15.00	-24.41	7	х	25%	=	1.7500
EEO Formals Per 100 Employees vs SPLY	0.95	1.05	2	х	25%	=	0.5000
Employee Utilization - CHRO	5.00	4.00	4	х	50%	=	2.0000
		Functi	onal Effect	tiven	ess HQ CHR	0	4

HQ CIO

Performance Indicator	Goal	Achieved	Cell		Allocated		Weighted
			Value		Weight		Rating
Controllable Income	0.50	-1.56	2	х	996	=	0.1800
Total Revenue % to Plan	0.00	-1.45	3	х	7%	=	0.2100
Total Operating Expense (TOE)	0.00	1.38	3	х	7%	=	0.2100
Functional Effectiveness HQ CIO	5	5	5	х	40%	=	2.0000
Market Dominant Composite	93.00	93.18	5	х	4%	=	0.2000
Competitive Composite	95.75	95.83	5	х	5%	=	0.2500
Scanning Visibility	97.16	96.97	4	х	4%	=	0.1600
Customer Experience - Delivery	80.94	75.55	3				
Customer Experience - C360 Rate	40.05	41.94	5				
Customer Experience - C360 Imp	5.00	9.70	6				
Customer Experience - BSN	98.00	98.80	10				
Customer Experience - BMEU	96.29	96.93	9				
Customer Experience - POS	87.46	86.75	4				
Customer Experience - CCC	69.88	84.50	10				
Customer Experience - USPS.com	73.41	72.63	4				
Customer Experience Index	4.50	6.20	6	х	5.5%	=	0.3300
Total Accidents Rate	13.25	13.12	5				
Total Accidents Imp	-10.00	-2.33	1				
Total Accidents Avg			5	х	5.5%	=	0.2750
Employee Availability Rate	92.52	90.96	3				
Employee Availability Imp	0.50	1.05	6				
Employee Availability Avg	5.00	5.00	5				
Employee Separation Rate	-6.00	12.39	2				
Grievance - Step	1.50	0.39	8				
Grievance - Case Pending	0.00	18.30	3				
Grievance - Cost Reduction	0.00	-2.23	5				
Grievance Avg	5.00	5.00	5				
Employee Utilization			4	х	13%	=	0.5200
		NPA Com	nposite Perf	orm	ance Summ	ary	4.34

Report Card Detail - JUN FY2023 Year-to-date

HQ CLO

Performance Indicator	Goal	Achieved	Cell		Allocated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	Allocated	Weighted
			Value		Weight	Rating				Value	Weight	Rating
Controllable Income	0.50	-1.56	2	х	9% =	0.1800	Surface Transportation Trip Utilization	51.25	60.89	7	x 25% =	1.7500
Total Revenue % to Plan	0.00	-1.45	3	х	7% =	0.2100	Air Network Matrix Utilization	95.15	88.88	1		
Total Operating Expense (TOE)	0.00	1.38	3	х	796 =	0.2100	Bypass Utilization	66.00	87.95	8		
Functional Effectiveness Logistics			4	х	40% =	1.6000	Air Network Utilization	5.00	2.00	2	x 35% =	0.7000
Market Dominant Composite	93.00	93.18	5	х	4% =	0.2000	Trips on Time - Logistics	85.00	82.44	4	x 25% =	1.0000
Competitive Composite	91.50	90.81	4	х	5% =	0.2000	Employee Separation Rate - Logistics	-6.00	12.39	2	x 15% =	0.3000
Scanning Visibility	92.00	94.72	6	х	4% =	0.2400			Fur	ctional Eff	ectiveness Logistics	4
Customer Experience - Delivery	80.94	75.55	3									
Customer Experience - C360 Rate	40.05	41.94	5									
Customer Experience - C360 Imp	5.00	9.70	6									
Customer Experience - BSN	98.00	98.80	10									
Customer Experience - BMEU	96.29	96.93	9									
Customer Experience - POS	87.46	86.75	4									
Customer Experience - CCC	69.88	84.50	10									
Customer Experience - USPS.com	73.41	72.63	4									
Customer Experience Index	4.50	6.20	6	x	5.5% =	0.3300						
Total Accidents Rate	14.25	21.51	0									
Total Accidents Imp	-10.00	5.45	0									
Total Accidents Avg			0	x	5.5% =	0.0000						
Employee Availability Rate	92.52	90.96	3									
Employee Availability Imp	0.50	1.05	6									
Employee Availability Avg	5.00	5.00	5									
Employee Separation Rate	-6.00	12.39	2									
Grievance - Step	1.50	0.39	8									
Grievance - Case Pending	0.00	18.30	3									
Grievance - Cost Reduction	0.00	-2.23	5									
Grievance Avg	5.00	5.00	5									
Employee Utilization			4	х	13% =	0.5200						
		NPA Com	posite Perf	orman	nce Summar	y 3.69						

Weighted

Rating 1.7500

1.0000

2.0000

0.2000

Report Card Detail - JUN FY2023 Year-to-date

HQ CPDO

Performance Indicator	Goal	Achieved	Cell	Allo	ocated	Weighted Functional Effectiveness Breakdown		Goal	Achieved	Cell		Allocated
			Value	٧	Weight	Rating				Value		Weight
Controllable Income	0.50	-1.56	2	x	9% =	0.1800	Operating Plan Precision	79.00	87.30	7	х	25% =
Total Revenue % to Plan	0.00	-1.45	3	x	7% =	0.2100	Efficiency Index % SPLY - P&M	0.00	-0.96	4	х	25% =
Total Operating Expense (TOE)	0.00	1.38	3	х	7% =	0.2100	Four Walls Service	98.00	97.89	4		
Functional Effectiveness Processing & Maintenance			5	х	40% =	2.0000	Division Performance	96.50	96.73	5		
Market Dominant Composite	93.00	93.18	5	x	4% =	0.2000	Processing Index	5.00	5.00	5	х	40% =
Competitive Composite	91.50	90.81	4	х	5% =	0.2000	Employee Separation Rate - P&M	-6.00	12.39	2	х	10% =
Scanning Visibility	93.25	93.06	4	х	4% =	0.1600		Function	nal Effectiven	ess Process	ing &	Maintenance
Customer Experience - Delivery	80.94	75.55	3								-	
Customer Experience - C360 Rate	40.05	41.94	5									
Customer Experience - C360 Imp	5.00	9.70	6									
Customer Experience - BSN	98.00	98.80	10									
Customer Experience - BMEU	96.29	96.93	9									
Customer Experience - POS	87.46	86.75	4									
Customer Experience - CCC	69.88	84.50	10									
Customer Experience - USPS.com	73.41	72.63	4									
Customer Experience Index	4.50	6.20	6	х	5.5% =	0.3300						
Total Accidents Rate	7.50	7.50	5									
Total Accidents Imp	-10.00	-1.25	1									
Total Accidents Avg			5	х	5.5% =	0.2750						
Employee Availability Rate	92.52	90.96	3									
Employee Availability Imp	0.50	1.05	6									
Employee Availability Avg	5.00	5.00	5									
Employee Separation Rate	-6.00	12.39	2									
Grievance - Step	1.50	0.39	8									
Grievance - Case Pending	0.00	18.30	3									
Grievance - Cost Reduction	0.00	-2.23	5									
Grievance Avg	5.00	5.00	5									
Employee Utilization			4	х	13% =	0.5200						
		NPA Com	posite Perf	ormance	Summary	4.29						

HQ CRDO

Performance Indicator	Goal	Achieved	Cell		Allocated	We	eighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	Allocated	Weighted
			Value		Weight		Rating				Value	Weight	Rating
Controllable Income	0.50	-1.56	2	х	9% =	= (0.1800	F2DPH % SPLY	0.25	1.73	5	x 50% =	2.5000
Total Revenue % to Plan	0.00	-1.45	3	×	7% =	= (0.2100	CSV/SOV Variance	95.00	95.17	5		
Total Operating Expense (TOE)	0.00	1.38	3	х	7% =	= (0.2100	CSV/SOV Opportunity % SPLY	19.98	46.18	6		
Functional Effectiveness Retail and Delivery			5	х	40% =	= ;	2.0000	CSV/SOV	5	6	6	x 30% =	1.8000
Market Dominant Composite	93.00	93.18	5	x	4% =	= 1	0.2000	Employee Separation Rate - R&D	-6.00	12.39	2	x 20% =	0.4000
Competitive Composite	95.75	95.83	5	х	5% =	= 1	0.2500		F	unctional Ef	fectiveness I	Retail and Delivery	5
Scanning Visibility	99.30	99.14	3	х	4% =	= (0.1200					,	_
Customer Experience - Delivery	80.94	75.55	3										
Customer Experience - C360 Rate	40.05	41.94	5										
Customer Experience - C360 Imp	5.00	9.70	6										
Customer Experience - BSN	98.00	98.80	10										
Customer Experience - BMEU	96.29	96.93	9										
Customer Experience - POS	87.46	86.75	4										
Customer Experience - CCC	69.88	84.50	10										
Customer Experience - USPS.com	73.41	72.63	4										
Customer Experience Index	4.50	6.20	6	×	5.5% =	= 1	0.3300						
Total Accidents Rate	14.25	14.58	4										
Total Accidents Imp	-10.00	2.10	0										
Total Accidents Avg			4	x	5.5% =	= 1	0.2200						
Employee Availability Rate	92.52	90.96	3										
Employee Availability Imp	0.50	1.05	6										
Employee Availability Avg	5.00	5.00	5										
Employee Separation Rate	-6.00	12.39	2										
Grievance - Step	1.50	0.39	8										
Grievance - Case Pending	0.00	18.30	3										
Grievance - Cost Reduction	0.00	-2.23	5										
Grievance Avg	5.00	5.00	5										
Employee Utilization			4	х	13% =	= (0.5200						
		NPA Com	posite Perf	orma	nce Summar	ry	4.24						

Weighted

Rating

0.4500

0.7500 1.7500

1.0000

4

Report Card Detail - JUN FY2023 Year-to-date

HQ CTO

Performance Indicator	Goal	Achieved	Cell	Allo	cated	Weighted	Functional Effectiveness Breakdown	Goal	Achieved	Cell	A	llocated
			Value	W	eight	Rating				Value		Weight
Controllable Income	0.50	-1.56	2	х	9% =	0.1800	Total Operating Expense (TOE) - CTO	0.00	1.38	3	х	15% =
Total Revenue % to Plan	0.00	-1.45	3	×	7% =	0.2100	Market Dominant Composite - CTO	93.00	93.18	3	x	25% =
Total Operating Expense (TOE)	0.00	1.38	3	x	7% =	0.2100	Competitive Composite - CTO	95.75	95.83	5	x	35% =
Functional Effectiveness HQ CTO			4	x	40% =	1.6000	Scanning Visibility - CTO	97.16	96.97	4	x	25% =
Market Dominant Composite	93.00	93.18	5	x	4% =	0.2000			Fun	ctional Effe	ctivene	ss HQ CTO
Competitive Composite	95.75	95.83	5	х	5% =	0.2500						-
Scanning Visibility	97.16	96.97	4	x	4% =	0.1600						
Customer Experience - Delivery	80.94	75.55	3									
Customer Experience - C360 Rate	40.05	41.94	5									
Customer Experience - C360 Imp	5.00	9.70	6									
Customer Experience - BSN	98.00	98.80	10									
Customer Experience - BMEU	96.29	96.93	9									
Customer Experience - POS	87.46	86.75	4									
Customer Experience - CCC	69.88	84.50	10									
Customer Experience - USPS.com	73.41	72.63	4									
Customer Experience Index	4.50	6.20	6	х	5.5% =	0.3300						
Total Accidents Rate	13.25	13.12	5									
Total Accidents Imp	-10.00	-2.33	1									
Total Accidents Avg			5	х	5.5% =	0.2750						
Employee Availability Rate	92.52	90.96	3									
Employee Availability Imp	0.50	1.05	6									
Employee Availability Avg	5.00	5.00	5									
Employee Separation Rate	-6.00	12.39	2									
Grievance - Step	1.50	0.39	8									
Grievance - Case Pending	0.00	18.30	3									
Grievance - Cost Reduction	0.00	-2.23	5									
Grievance Avg	5.00	5.00	5									
Employee Utilization			4	х	13% =	0.5200						
		NPA Comp	oosite Perf	ormance S	Summary	3.94						

Weighted

Rating

2.4000

2.0000

0.4000

5

Report Card Detail - JUN FY2023 Year-to-date

HQ Fleet Management

Allocated

Weight

40% =

40% =

20% =

Achieved

2.80

97.08

12.39

Goal

4.00

97.00

-6.00

Cell

Value 6 x

5 x

2 x

Functional Effectiveness Fleet

Goal	Achieved	Cell		Allocated		Weighted	Functional Effectiveness Breakdown
		Value		Weight		Rating	
0.50	-1.56	2	х	9%	=	0.1800	Percent PMs Delinquent
0.00	-1.45	3	х	7%	=	0.2100	Vehicle Availability
0.00	1.38	3	х	7%	=	0.2100	Employee Separation Rate - Fleet
		5	х	40%	=	2.0000	
93.00	93.18	5	х	4%	=	0.2000	
95.75	95.83	5	х	5%	=	0.2500	
99.30	99.14	3	х	4%	=	0.1200	
80.94	75.55	3					
40.05	41.94	5					
5.00	9.70	6					
98.00	98.80	10					
96.29	96.93	9					
87.46	86.75	4					
69.88	84.50	10					
73.41	72.63	4					
4.50	6.20	6	х	5.5%	=	0.3300	
14.25	14.58	4					
-10.00	2.10	0					
		4	х	5.5%	=	0.2200	
92.52	90.96	3					
0.50	1.05	6					
5.00	5.00	5					
-6.00	12.39	2					
1.50	0.39	8					
0.00	18.30	3					
0.00	-2.23	5					
5.00	5.00	5					
		4	х	13%	=	0.5200	
	NPA Con	nposite Perf	orm	ance Summ	ary	4.24	
	0.50 0.00 0.00 93.00 95.75 99.30 80.94 40.05 5.00 98.00 96.29 87.46 69.88 73.41 4.50 14.25 -10.00 92.52 0.50 5.00 -6.00 1.50 0.00	0.50 -1.56 0.00 -1.45 0.00 1.38 93.00 93.18 95.75 95.83 99.30 99.14 80.94 75.55 40.05 41.94 5.00 9.70 98.00 98.80 96.29 96.93 87.46 86.75 69.88 84.50 73.41 72.63 4.50 6.20 14.25 14.58 -10.00 2.10 92.52 90.96 0.50 1.05 5.00 5.00 -6.00 12.39 0.00 18.30 0.00 -2.23 5.00 5.00	Value 0.50	Value 0.50	Value Weight 0.50 -1.56 2 x 9% 0.00 -1.45 3 x 7% 0.00 1.38 3 x 7% 93.00 93.18 5 x 40% 95.75 95.83 5 x 5% 99.30 99.14 3 x 4% 80.94 75.55 3 40.05 41.94 5 5.00 9.70 6 98.00 98.80 10 96.29 96.93 9 87.46 86.75 4 69.88 84.50 10 73.41 72.63 4 4.50 6.20 6 x 5.5% 14.25 14.58 4 -10.00 2.10 0 92.52 90.96 3 0.50 1.05 6 5.00 5.00 5 -6.00 12.39 2 1.50 0.39 8 0.00 18.30 3	Value Weight 0.50	Value Weight Rating 0.50 -1.56 2 x 9% = 0.1800 0.00 -1.45 3 x 7% = 0.2100 0.00 1.38 3 x 7% = 0.2100 93.00 93.18 5 x 40% = 2.0000 95.75 95.83 5 x 5% = 0.2500 99.30 99.14 3 x 4% = 0.1200 80.94 75.55 3 40.05 41.94 5 5.00 9.70 6 98.00 98.80 10 98.80 10 98.80 10 98.80 10 98.80 10 98.81 9.83 9 88.84.50 10 73.41 72.63 4 4 4.50 6.20 6 x 5.5% = 0.3300 92.52 90.96 3 9.50 1.05 6 5.00 5.00 5.5% = 0.2200 92.52 90.96 3<

HQ PMG

Performance Indicator G	ioal	Achieved	Cell		Allocated		Weighted
			Value		Weight		Rating
Controllable Income	0.50	-1.56	2	×	996	=	0.1800
Total Revenue % to Plan	0.00	-1.45	3	х	7%	=	0.2100
Total Operating Expense (TOE)	0.00	1.38	3	х	796	=	0.2100
Functional Effectiveness HO PMG	5	5	5	х	40%	=	2.0000
Market Dominant Composite 93	3.00	93.18	5	х	4%	=	0.2000
Competitive Composite 95	5.75	95.83	5	х	5%	=	0.2500
Scanning Visibility 97	7.16	96.97	4	х	496	=	0.1600
Customer Experience - Delivery 80	0.94	75.55	3				
Customer Experience - C360 Rate 40	0.05	41.94	5				
Customer Experience - C360 Imp	5.00	9.70	6				
Customer Experience - BSN 96	3.00	98.80	10				
Customer Experience - BMEU 96	5.29	96.93	9				
Customer Experience - POS 87	7.46	86.75	4				
Customer Experience - CCC 69	88.6	84.50	10				
Customer Experience - USPS.com 73	3.41	72.63	4				
Customer Experience Index 4	1.50	6.20	6	х	5.5%	=	0.3300
Total Accidents Rate 13	3.25	13.12	5				
Total Accidents Imp -10	0.00	-2.33	1				
Total Accidents Avg			5	х	5.5%	=	0.2750
Employee Availability Rate 92	2.52	90.96	3				
Employee Availability Imp	0.50	1.05	6				
Employee Availability Avg	5.00	5.00	5				
Employee Separation Rate -6	5.00	12.39	2				
Grievance - Step	1.50	0.39	8				
Grievance - Case Pending	0.00	18.30	3				
Grievance - Cost Reduction	0.00	-2.23	5				
Grievance Avg	5.00	5.00	5				
Employee Utilization			4	х	13%	=	0.5200
		NPA Composite Performance Summary					4.34