September 28, 2018

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general information, the Postal Service has partnered with Maga Design to conduct observations and feedback sessions in retail and mail processing facilities.

The purpose of the assessments is to further our efforts to improve our customer experience by focusing on the employee’s day-to-day activities. The assessments will be done through a combination of focus groups, interviews and/or observations with craft and EAS employees. Participation is voluntary and will be on-the-clock.

The assessments are anticipated to begin in early October. Additional information will be forthcoming once the facility locations have been determined.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

[Signature]

Rickey R. Dean  
Manager  
Contract Administration (APWU)