

NPA National Scorecard - September YTD	Goal	September YTD		New Weight	Weighted Rating
		Score	Cell		
Controllable Income	-5.65	-2.39	7	14.5%	1.02
Total Revenue FPR % Plan	0.00	8.71	10	10.5%	1.05
Total Operating Expense (TOE) % Plan	0.00	3.81	0	10.5%	0.00
Market Dominant Composite	85.86	85.30	4	6.0%	0.24
Competitive Composite	90.72	91.81	6	10.0%	0.60
Scanning Visibility	97.95	97.15	2	6.0%	0.12
Customer Experience - Delivery	86.33	70.41	0		
Customer Experience - C360 Rate	55.00	33.34	0		
Customer Experience - C360 Imp	10.00	-16.75	0		
Customer Experience - BSN	97.2	97.89	8		
Customer Experience - BMEU	96.73	95.66	0		
Customer Experience - POS	90.42	84.39	1		
Customer Experience - CCC	60.03	61.85	5		
Customer Experience - USPS.com	73.41	67.13	3		
Customer Experience Index	5	2.10	2	10.5%	0.21
Total Accidents Rate - National	13.75	13.49	5		
Total Accidents Imp	-10.00	3.47	0		
Total Accidents	5		5	10.5%	0.53
Employee Availability Rate	94.82	90.91	1		
Employee Availability Imp	1.12	-2.04	0		
Employee Availability	5		1		
Employee Retention	50.48	48.03	4		
Grievance - Step 3 + B	0.05	1.63	0		
Grievance - Case Pending	0.00	35.86	0		
Grievance - Cost Reduction	0.00	13.50	0		
Grievance Index	5		0		
Employee Utilization	5		2	21.5%	0.43
Functional Effectiveness	5			0.0%	0.00

National Composite Score

4.20