

June 30, 1997

VICE PRESIDENTS, AREA OPERATIONS

SUBJECT: Mystery Shopper

This memorandum is a reminder concerning the proper use of the Mystery Shopper surveys. It has come to our attention that results from the surveys may have been incorrectly used in some instances to discipline individual clerks.

The Mystery Shopper program's purpose and intent is as a corrective, not punitive, diagnostic tool to correct conditions that are detrimental to customer satisfaction. The survey does not, and should not, identify individuals, and must not be used as the source for disciplinary action.

When this tool was discussed with the APWU, we advised them it was not our intent to use it as a basis for issuing disciplinary actions. Rather, we have introduced it as a feedback tool on a unit's performance as seen by the customer.

I would appreciate your communicating this policy regarding Mystery Shopper to Districts within your Area.

*Patricia M. Gilbert*

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cc: J. Mahon