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September 29, 1998

Mr. Moe Biller  
President  
American Postal Workers  
Union, AFL-CIO  
1300 L Street, NW  
Washington, DC 20005-4128

Dear Moe:

This letter is notice to you that the Postal Service intends to implement a National Mystery Shopper Program, beginning in Accounting Period 1.

The program uses contract shoppers who will visit post offices and provide an assessment of each office from the customer's perspective. Scenarios to be used by the shoppers were developed by a team of area and field representatives. Based on the shopper's experience, offices will be evaluated on operational efficiency, sales skills and product knowledge, courtesy and professionalism, presentation of products and services and facility appearance. Each office that is shopped will receive a copy of the questionnaire completed by the shopper.

Prior to FY 99, each Area maintained its own mystery shopping program. This transition to a single national program, is taking place to ensure consistent processes and comparability across all areas.

The mystery shopper program is a tool for process improvement. It evaluates a typical customer's experience at a retail unit. It is not designed to evaluate individuals and the shops will not identify specific employees.

If there are any questions concerning this matter, please contact Curtis Warren of my staff at (202) 268-5359.

Sincerely,

  
Elizabeth A. Johnson  
Acting Manager  
Contract Administration (APWU/NPMHU)

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