



FY 2006 Function 4 Performance Management

LDC 45 PERFORMANCE IMPROVEMENT INITIATIVE

RDM WOS "REAL" OPPORTUNITY



FY 2006 Function 4 Performance Management

COURSE NUMBER 41201-45

COURSE NAME:

WOS LDC 45 Improvement Initiative

COURSE DESCRIPTION:

How to utilize the RDM/WOS staffing tool to create efficient, workload based staffing in Retail Operations

TARGET AUDIENCE:

- Area & District Operations Analysts
- Manager, Post Office Operations
- Postmasters
- Supervisor, Customer Services

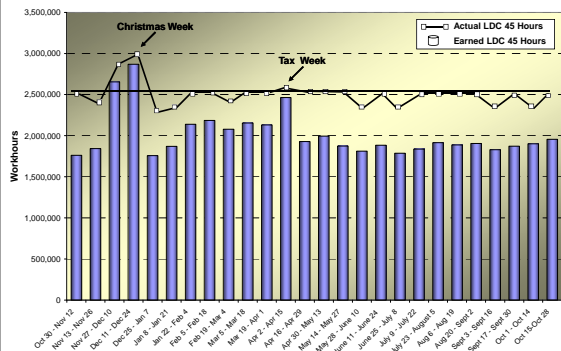
COURSE LENGTH:

Two Hours



CURRENT PERFORMANCE

LDC 45 OPPORTUNITY – RDM WOS



CURRENT PERFORMANCE			
LDC 45 OPPORTUNITY – PACS			
Function 4 Opportunity by LDC			
	<u>ACTUAL YTD</u>	<u>EARNED YTD</u>	<u>OPPORTUNITY</u>
LDC 41 (Unit Distribution Auto)	5,830,077	5,376,621	453,456
LDC 42 (Unit Distribution Mech)	119,750	131,945	(12,195)
LDC 43/44 (Manual Distribution)	75,648,937	66,387,070	9,261,867
LDC 45/46 (Retail)	64,643,818	50,748,735	13,895,083
LDC 48 (Administrative)	64,682,260	48,192,398	16,489,861
LDC 49 (CFS)	9,762,818	8,845,992	916,826
TOTAL F-4	220,687,660	179,682,762	41,004,898

CURRENT PERFORMANCE	
LDC 45 OPPORTUNITY – RDM-WOS TOOLS	
Two major tools:	
RDM-WOS VARIANCE REPORTING	
<ul style="list-style-type: none"> ◦ Identifies POS Earned Hours vs Hours PAID in LDC 45 ◦ Includes the Impact of Improper Workhour Transfers, Employee Miscoding ◦ Does not credit Non-POS LDC 45 Workload (Mobile Vans, IRTs, etc) ◦ Only Available at the Finance Number Level 	
NEW	RDM-WOS SCHEDULING and STAFFING TOOL
<ul style="list-style-type: none"> ◦ Identifies Pure Impact of Scheduling/Staffing Opportunity on the Window ◦ Excludes the Impact of Workhour Transfers and Employee Miscoding ◦ Excludes the Impact of Non-POS LDC 45 Workload (Mobile Vans, IRTs, etc) ◦ Available and Actionable at the Unit Level 	

RDM WOS METHODOLOGY	
PROCESS INTEGRITY and REASONABLENESS	
<input type="checkbox"/> All WOS time factors are the result of a statistically valid, nation-wide sampling process.	
<input type="checkbox"/> The WOS time factors are based on the <u>POS ONE Workload Factor Study - Retail Operations</u> conducted during FY 2000. A subsequent national study was also conducted from October 03 thru March 04 to update the factors associated with major transactions. The study was conducted in all areas, 62 districts, at least four units in each district.	
<input type="checkbox"/> The time factors begin with the customer arrival at the counter and include customer interaction, SSA value-added upsell suggestions, providing product, providing change and receipt to customer and post customer interaction and time to dispose of mailpiece.	

RDM WOS METHODOLOGY
PROCESS INTEGRITY and REASONABLENESS

WOS Open and Close Adjustment

Additionally, WOS credits 30 minutes in open / close time for the **GREATEST** number of SSA's that are earned in any given 30 minute Period of the day.

RDM WOS METHODOLOGY
PROCESS INTEGRITY and REASONABLENESS

WOS Daily Workload Expectations for a SSA

For every 45 minutes of earned transaction time an SSA earns an additional 15 minutes. They also earn an additional 30 minutes to open and close each day.

So, for a regular 8 hour SSA shift

5 hrs & 30 mins of productive work
2 Hours of non-productive (soft) time
+ 30 minutes of open / close time
100% Efficiency in WOS!

RDM WOS METHODOLOGY
PROCESS INTEGRITY and REASONABLENESS

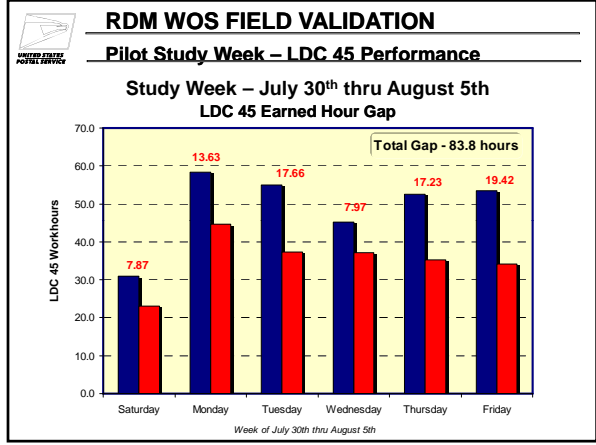
Example: In a 30 minute time segment where the earned staffing is 2, to reach 100% efficiency each SSA only needs to spend 22.5 minutes serving a customer.

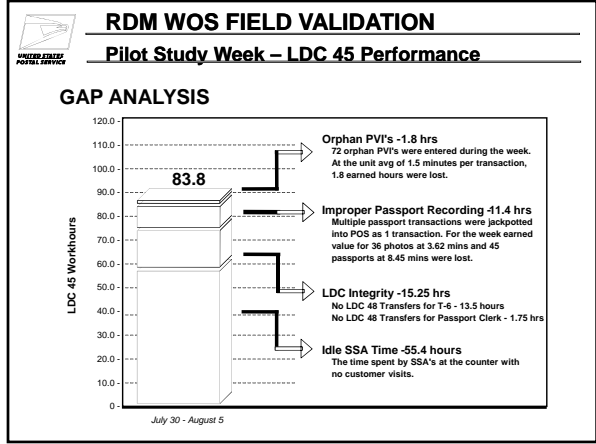
Collectively there is 15 minutes of "soft" or non-productive time built in a 30 minute segment earning 2 SSA's...

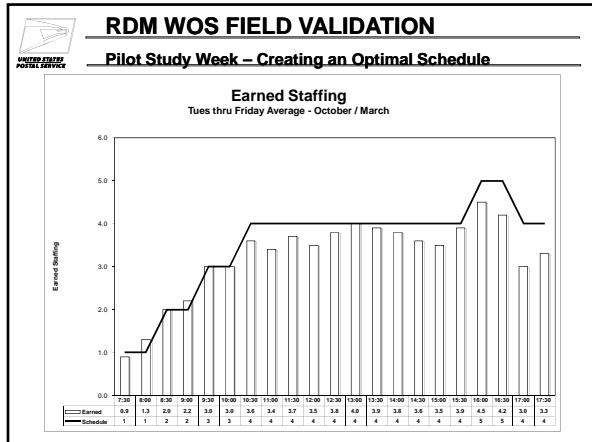
RDM WOS FIELD VALIDATION
Pilot Site Study

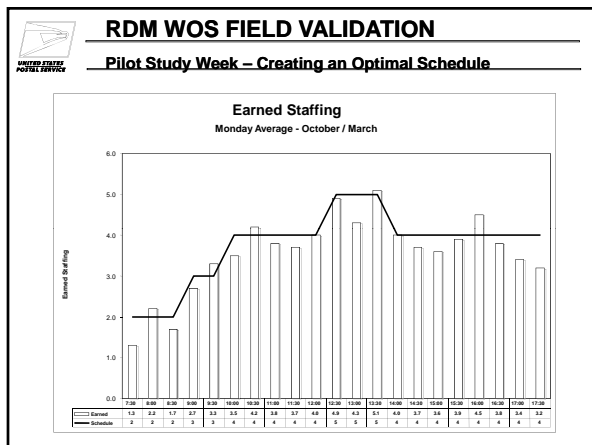
Selection Criteria

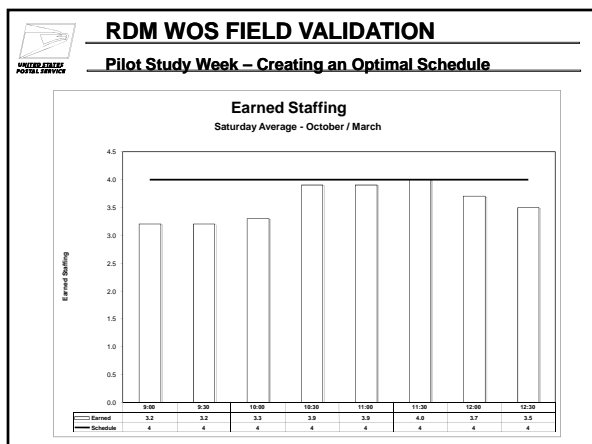
- Proximity to HQ...
- Typical Station – 30-40 delivery routes
- Reasonably efficient overall
- Solid retail growth - \$5 million annually in Retail Revenue
- APC installed
- LOW RETAIL EFFICIENCY – High WTIL Achievement

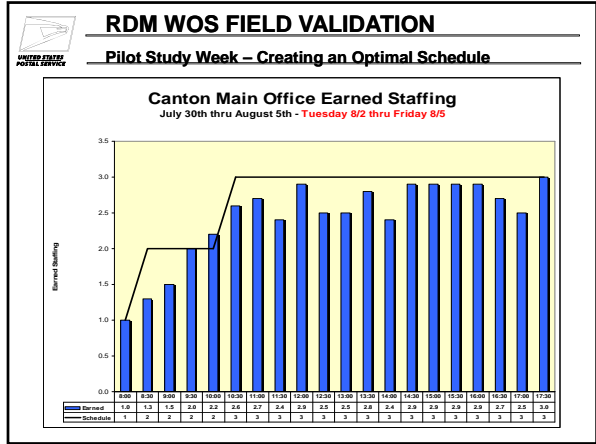


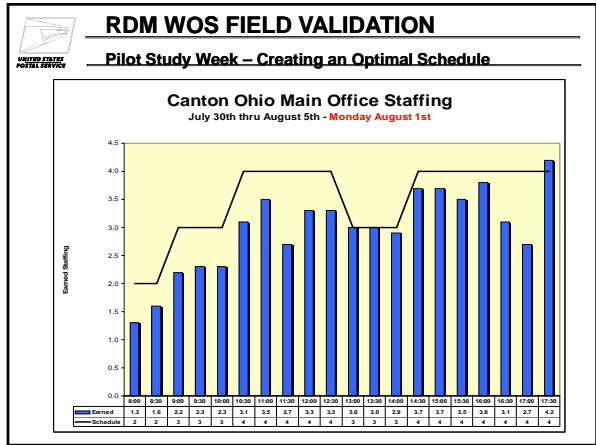


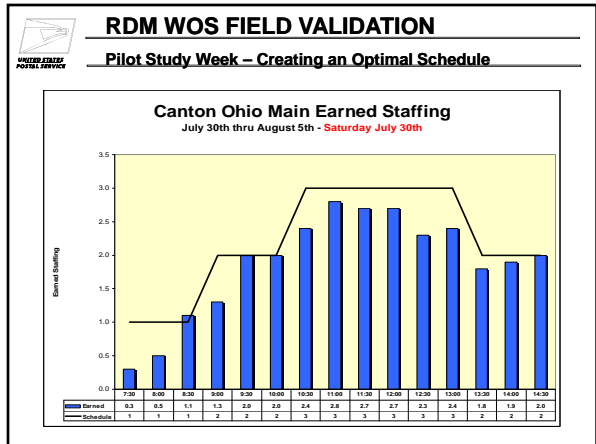


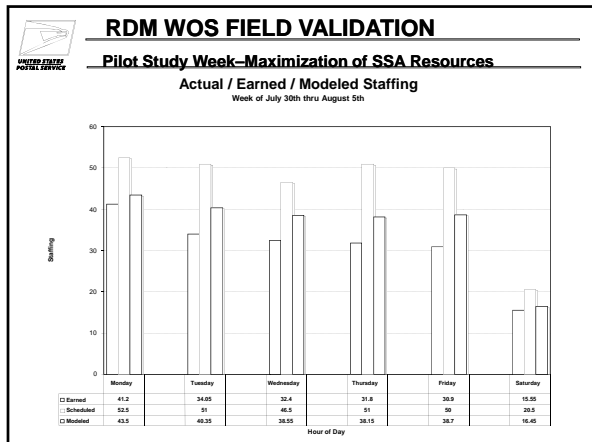


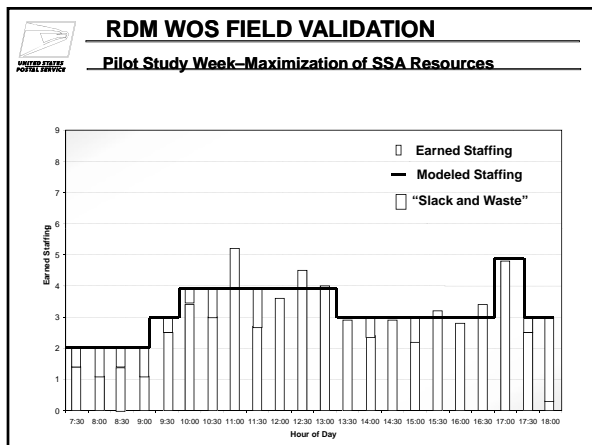








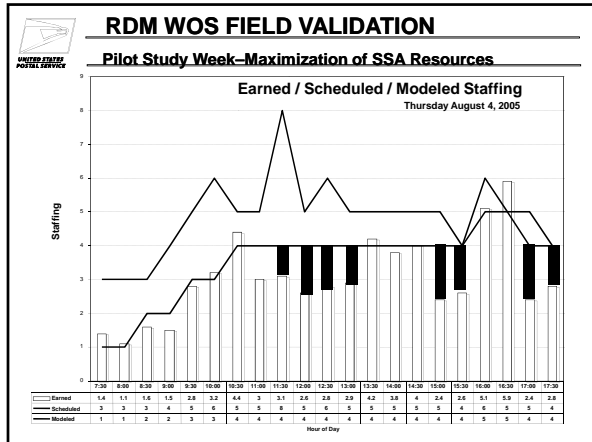




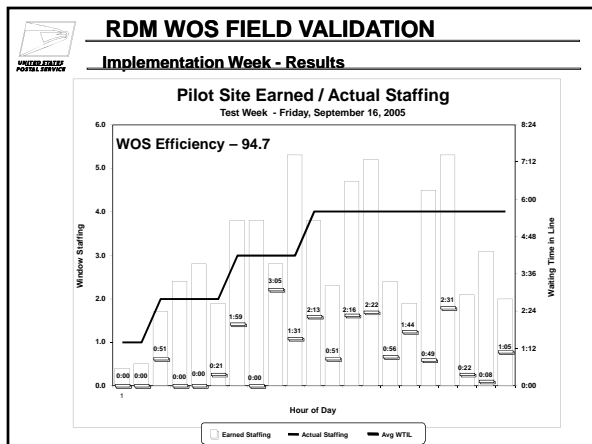
RDM WOS FIELD VALIDATION
Pilot Study Week—Maximization of SSA Resources

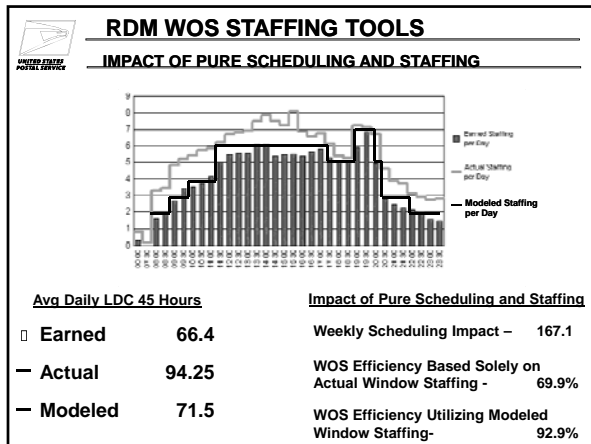
Available LDC 48 Workload Observed July 30th thru August 5th

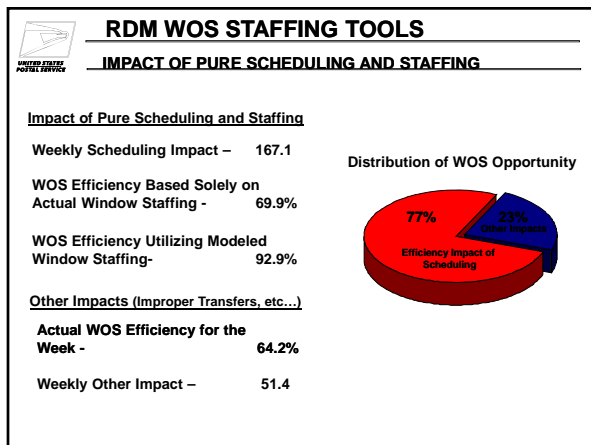
TASK	EARNED	2 DAY AVERAGE DURING REVIEW
Second Notices	44 mins	Not maintained during F4 Review
Nixie Mail - RTS, ACS mail prep	1 hr 49 mins	264 mins = 4 hrs 24 mins
UBBM Verification	1 hr 49 mins	259.5 = 4 hrs 19 mins
CFS Prep	26 mins	17 mins
Claims and Inquiries	13 mins	12.5 mins
BRM Count & Weigh	2 hrs 52 mins	123 = 2 hrs 4 mins

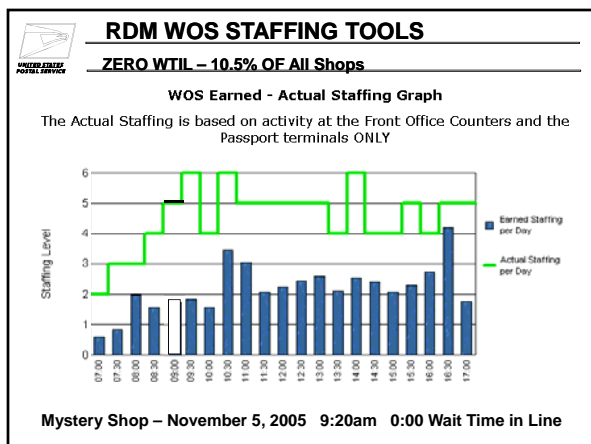


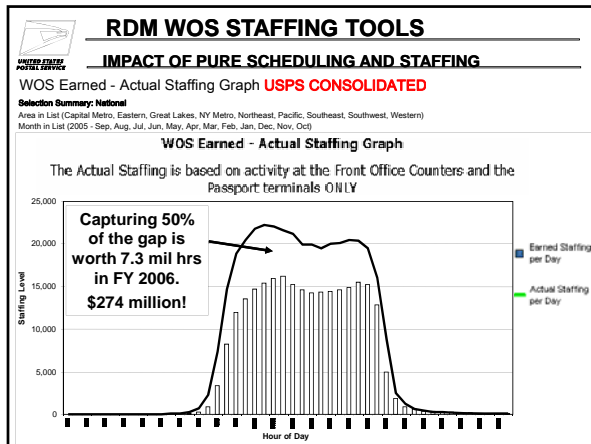
- ### RDM WOS FIELD VALIDATION
- #### Implementation Week - Results
- WOS Efficiency YTD 52% - Week 51 85%
 - LDC 45 25.8% over Plan YTD - Week 51 (17.3%) to Plan
 - Total Func 4 2.7% over Plan YTD - Wk 51 (14.6%) to Plan
 - SIGNIFICANT LDC 48 work completed by SSA's
 - Three official Mystery Shops - All 100% Op Efficiency











FY 2006 FUNCTION 4 BUSINESS PLAN
ROLLOUT...

Area Marketing Managers	November 2nd
Managers Operations Support (MOS)	November 8th
Major Metro Managers	November 9th
PCES Postmasters	November 29th
Managers Delivery Programs Support	November 30th

To be Scheduled. . .

Area Net Meetings	TBD *
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* Northeast Area Completed 11/22
 * Pacific Area Completed 11/28
 * Cap Metro Scheduled 12/2

