

NPA FY2015 Summary of Changes

NPA CORPORATE INDICATORS

Corporate Indicator Changes – (awaiting Final Board of Governors Approval)

Corporate Indicator – NEW

Customer Insights Measurement (CIM) provides a critical, comprehensive measurement of how the USPS serves our customers. The weight will be 5%.

Weights

First-Class Composite – weight decreased – 10% to 5%



FY 2014 CORPORATE INDICATORS			
	Goal	Achieved *	Weight
First-Class Composite	96.00	93.86	10%
Priority Mail Composite	94.80	88.96	15%
Parcel Select	99.50	99.45	5%
Standard Composite	91.00	89.50	5%
Composite Scan Performance	97.00	95.84	10%
OSHA I&I	5.10	6.30	7.5%
VOE Survey	65.10	64.95	7.5%
Operating Income	\$1.10B	\$1.05B	20%
Total Deliveries per Hour	43.3	41.8	10%
Total Revenue FPR % Plan	0.00%	-0.14%	10%

PROPOSED FY 2015 CORPORATE INDICATORS		
	Goal	Weight
First-Class Composite	96.00	5%
Priority Mail Composite	94.80	15%
Parcel Select	99.50	5%
Standard Composite	91.00	5%
Composite Scan Performance	97.00	10%
OSHA I&I	5.10	7.5%
VOE Survey	65.10	7.5%
Operating Income	Plan	20%
Total Deliveries per Hour	Plan	10%
Total Revenue FPR % Plan	Plan	10%
Customer Insight (CI)	82.50	5%

* Year to date achievement through Qtr 3, FY 2014

Pre-Decisional Draft

NPA UNIT INDICATORS

Deletions

Indicators (28)

City Delivery Variance	International PMI/Scanning	Retail Alternate Access % Revenue
Delcon Retail Surface Parcels	International UNEX Composite	Retail Revenue % Plan
Energy Reduction	Overtime Grievance Cost Reduction	Small Container Density
Enroute Origin/Destinating Scanning	Pay Adjustments (formerly TACS)	SOX Index
F4 Customer Service Variance (CSV)	PEG 2.0	Statistical Programs
Fed Ex Density	Percent FSS	Surface Visibility
First Enroute Scan to Delivery	Pieces At Risk	Trailer Utilization
Function 2A to Standard	PPO – Security VOE	Wait-Time-in-Line
International EXFC Composite	Primary CT OGP Cleared by 2300	
International EMS/Scanning	Priority Mail Air/Surface	

Scorecards (3)

District Manager, Financial Programs Compliance (MFPC)
EAS 16-11 PO
PPO

Name Changes

Indicator Names (2)

City Deliveries per Hour %SPLY
Grievance Backlog and Cost Reduction