

# NPA FY2014 Summary of Changes

## NPA CORPORATE INDICATORS

### Corporate Indicator Changes – (awaiting Final Board of Governors approval)

**First-Class Composite** - First-Class Overnight, First-Class 2-Day and First Class 3-5 Day are being combined into one indicator. The weight will be 10%.

**Priority Mail Composite** – Priority Mail Express, Priority Air and Priority Surface 1-2-3 day specific service performance will be combined into one indicator. The weight will be 15%.

**Standard Composite** – new indicator for Standard Mail with a weight of 5%.

**Composite Scan Performance** – Scan Performance indicator is changing to a composite which will encompass all required scan events for all products. The weight will be 10%.

**Total Revenue** – new indicator with a Stretch target to be determined. The weight will be 10%.

### Weights

**CEM** – will be measured but not weighted in FY14

**Total Deliveries per Hour** – weight decreased – 20% to 10%

FY 2013 CORPORATE INDICATORS				PROPOSED FY 2014 CORPORATE INDICATORS		
	Goal	Achieved	Weight		Goal	Weight
First-Class Overnight	96.70	96.50	5%	→	First-Class Composite	96.00 10%
First-Class 2-Day	95.10	96.30	5%			
First-Class 3-5 Day	95.00	94.49	5%			
Priority Air	93.20	90.64	10%	→	Priority Mail Composite	94.80 15%
Priority Surface	96.15	94.69				
Priority Mail Express	96.85	95.70	5%	→	Standard Composite	91.00 5%
Parcel Select	99.50	99.24	5%			
CEM	82.50	78.50	5%			
Scan Performance	98.80	98.50	5%	→	Composite Scan Performance	97.00 10%
OSHA I&I	5.20	5.45	7.5%			
VOE Survey	64.95	64.82	7.5%		OSHA I&I	5.10 7.5%
Operating Income	-2.00	-0.60	20%		VOE Survey	65.10 7.5%
Total Deliveries per Hour	42.70	41.40	20%		Operating Income	Plan 20%
					Total Revenue	Stretch Target 10%
					Total Deliveries per Hour	Plan 10%

FY 2013 Achieved Through July YTD \* CEM Measured but not Weighted in FY 2014

● Composite Indicator ● New Indicator

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**Pre-Decisional Draft**

## **NPA UNIT INDICATORS**

### **Unit Indicators - NEW**

#### **Workers Compensation Reduction**

Indicator will be measured monthly and will compare total workers compensation YTD expenses to SPLY. Target is 3% reduction to SPLY.

#### **Overtime Grievance Cost Reduction**

This indicator focuses on reducing overtime grievance payout costs and will be measured by performance improvement to SPLY.

### **Unit Indicator Changes**

#### **Available for Duty**

Indicator will be a dual indicator with Improvement to SPLY factored in.

#### **MVA**

Indicator will be measured at Area and District level.

#### **Total Revenue FPR % Plan**

The following scorecards will be measured at the National Level:

Area Global Account Manager  
Area Global Account Specialist  
Area Sales Analysis Specialist

Business Solutions Specialist  
Mailing Solutions Specialist  
Sales & Contract Analyst

Manager Shipping & Mailing Solutions (Area)  
Manager Shipping & Mailing Solutions (District)  
Shipping Solution Specialist

### **New Scorecard**

District MFPC – (Manager Financial Programs Compliance)

### **Name Changes**

#### **Indicator**

TACS to Pay Adjustments

#### **Scorecard**

PMPC/LDC to L&DC

### **Deletions**

#### **Indicators (15)**

BPI Function 1  
BPI Function 1 (ISC)  
BSN Area  
BSN Composite  
BSN District

Contact Experience  
Cost Per 1000 Images  
EEO Conversion Rate (HQ-EEO)  
EEO Reduce Formals (HQ-EEO)  
Percent DPS

First Class 2-Day  
First Class 3-5 Day  
First Class Overnight  
Maintenance Effectiveness Measurement  
Manual Letters/Flats Reduction F1&F4

#### **Scorecards (8)**

AMC/AMF  
District TACS  
District Statistical Programs

HQ-EEO  
Plant MIPS w/o Surf Vis  
Plant TANS w/o Surf Vis

STC (HASP) w/o Surf Vis  
REC