

United States Postal Service®

# INDUSTRYALERT

## Understand Your Quarter III Service Performance Measurement Metrics

*Full-Service Customers Webinar July 31, 2015, 12:30p.m. EDT*

Mark your calendar and join us to review the Quarter III Service Performance Measurement (SPM) results with our Full-Service customers. Subject matter experts will be on hand for an open discussion to help you understand the logic behind SPM.

Topics include:

- Why mail is excluded in measurement by month throughout the quarter
- Positive trending
- How we can work together to get as much mail as possible into measurement
- Upcoming new initiatives

Hosts: John Nabor, Program Manager, Business Mailer Support  
Arslan Saleem, Program Manager, Service Performance Measurement

Participant information is provided below:

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**Friday, July 31, 2015 (12:30 p.m. EDT)**

***Understand Your Quarter III Service Performance Measurement Metrics***

**Attendee Information:**

Meeting Number: 741 286 899

U.S. Attendee Dial-in: (855) 860-7461 toll-free  
(678) 317-2063 direct

Attendee Direct URL:

<https://uspsmeetings.webex.com/uspsmeetings/j.php?MTID=m014e53d668c75941fb1569ee8b2a3a6f>

Conference Code: 428 758 7236

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