

1/30/07

Proposed MTAC Work Group # 114

Issue Title: Establish Service Standards and Measurements for Market-Dominant Products

Expected Date of Completion: September 20, 2007

Issue Originator: Linda Kingsley

Issue Statement: The Postal Accountability and Enhancement Act (P.L. 109-435) requires the Postal Service to establish a set of service standards and a system of objective performance measurements for market dominant products. The proposed work group will be tasked with working in consultation with the Postal Regulatory Commission to meet the requirements of the law.

Impact on Other Issues/Procedures: Recommendations of this workgroup will affect the current plans for use of information from the Intelligent Mail and mail visibility processes developed by the Postal Service and mailing industry entities. The workgroup may recommend changes to mailing requirements, mail entry procedures, and internal operations of both the Postal Service and mailers. This workgroup will cover issues like CONFIRM, Acceptance procedures (including Seamless Acceptance and verification), FAST, Drop Shipments, and Visibility, that are already under consideration by other MTAC workgroups.

Desired Results: The workgroup will develop recommendations on service standards and potential measurement systems that effectively measure the service performance at the lowest combined costs to both the USPS and industry. Market-dominant products include:

- First-Class Mail
- Periodicals mail
- Standard mail
- Single-Piece Package Services

Area of Focus:

Service Measurement & Improvement

Sponsors:

Industry – Jim Bowler & Joyce Bagby

USPS – Linda Kingsley & Bill Galligan

Work Group Leaders:

Industry –Kathy Siviter

USPS – Jeff Lewis