

SERVICE STANDARDS REVIEW

Informational Briefing

October 2007

Law Requirements

“Establishment of Modern Service Standards”

- ❑ By December 20, 2007 in consultation with the PRC for all Mailing Service Products**

- ❑ Various Objectives and Factors need to be considered**
 - Value, access, reliability, measurability**

- ❑ Implementation of a Measurement System**

Service Standard Review Process

- ❑ Evaluate existing product end-to-end (3-digit to 3-digit) service standards**

- ❑ Incorporate destination entry guidelines as a new dimension within the standards**

Service Standard Review Process

- Customer outreach (MTAC)**
 - **Reliable, Consistent, Realistic, & Attainable**
- Leverage new technology and information**
- Performance review**
- Review network capability**
 - **End to end**
 - **Destination entry**
- Monthly meetings with PRC**

New Business Rules

- ❑ Based on Operating and Logistics capabilities by product**
- ❑ Class based independent of shape**
- ❑ Integrate End to End and Destination Entry Standards**

Proposed Origin Entry Service Standards - Domestic

	PROPOSED
Mail Class	End-to-End Flow Range (days)*
First-Class Mail	1 - 3
Periodicals	2 - 9
Standard Mail	3 - 10
Package Services	2 - 8

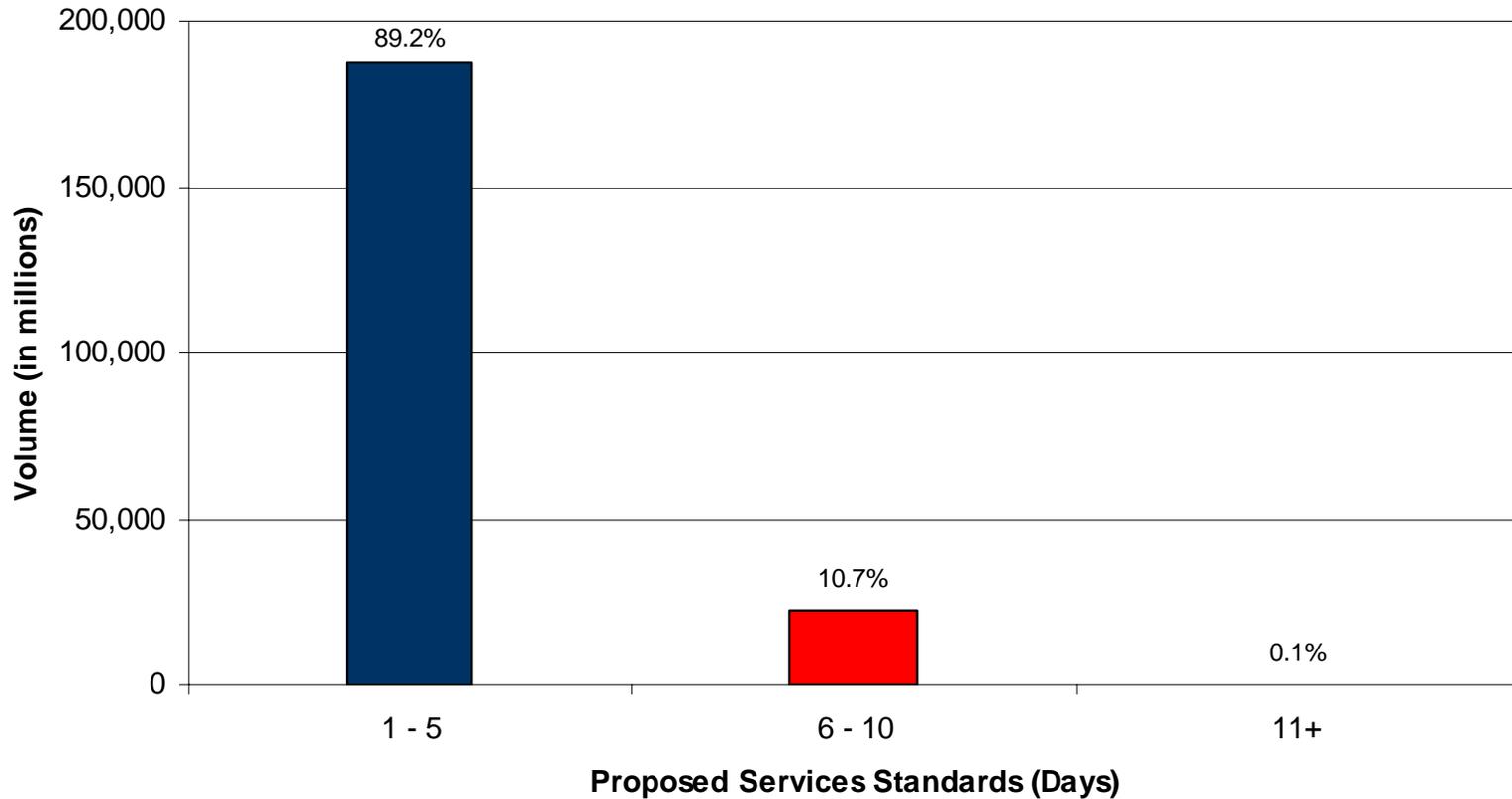
*** Alaska, Hawaii and Puerto Rico not included**

Proposed Destination Entry Service Standards - Domestic

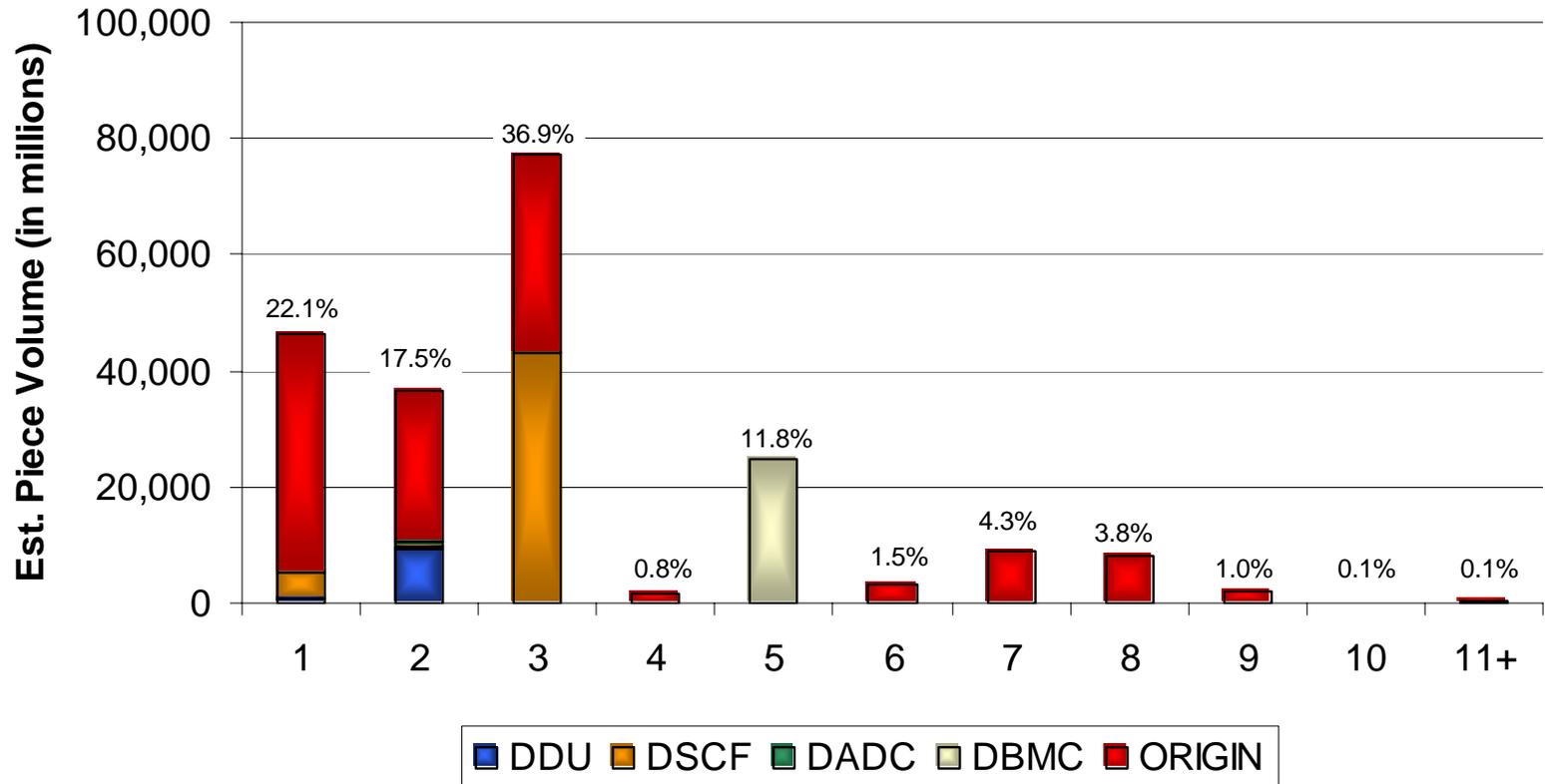
Mail Class	PROPOSED			
	Destination Entry			
	DDU (Days)	SCF (Days)	ADC * (Days)	BMC * (Days)
Periodicals	1	1	1 - 2	
Standard Mail	2	3		5
Package Services	1	2		3

*** Alaska, Hawaii and Puerto Rico not included**

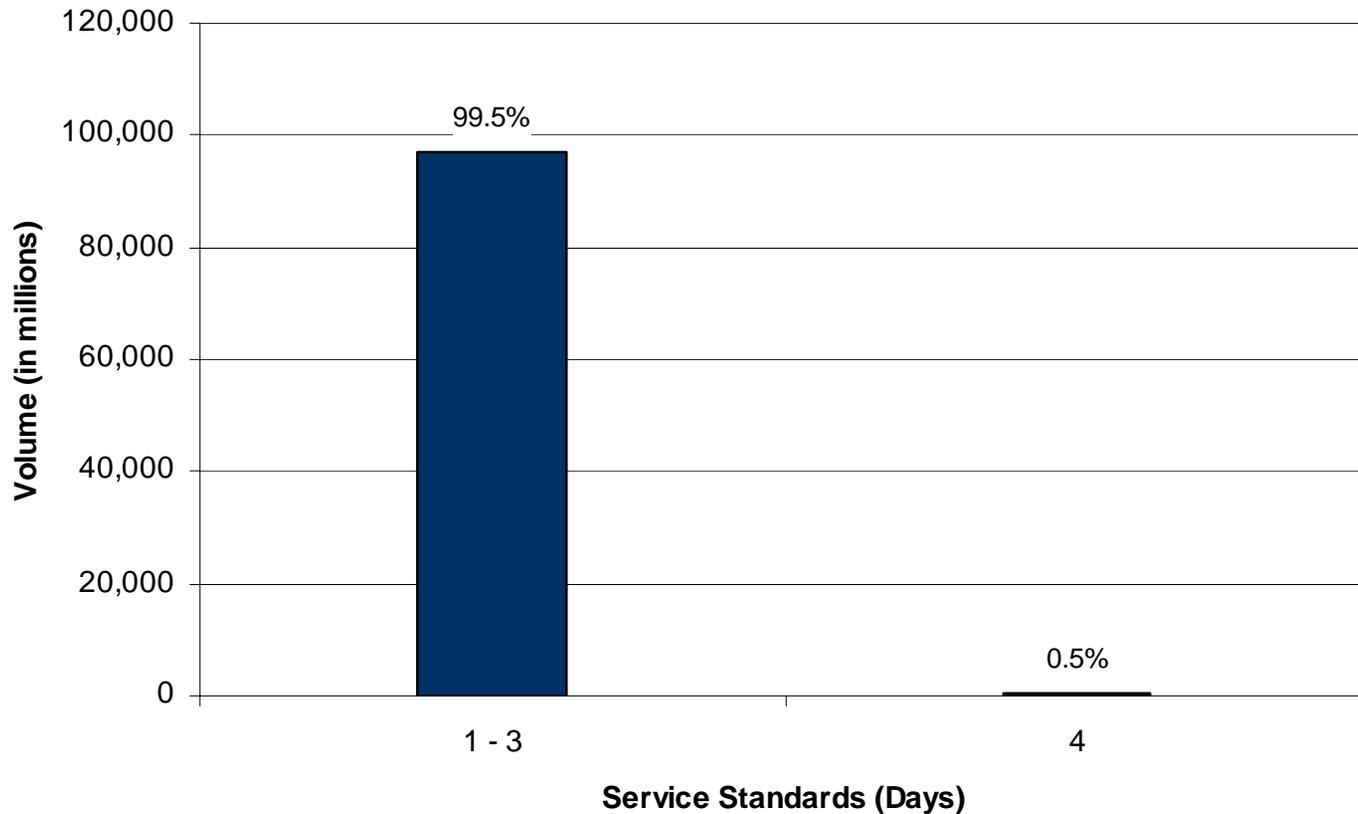
Estimated Volume Distribution – All Market Dominant Products



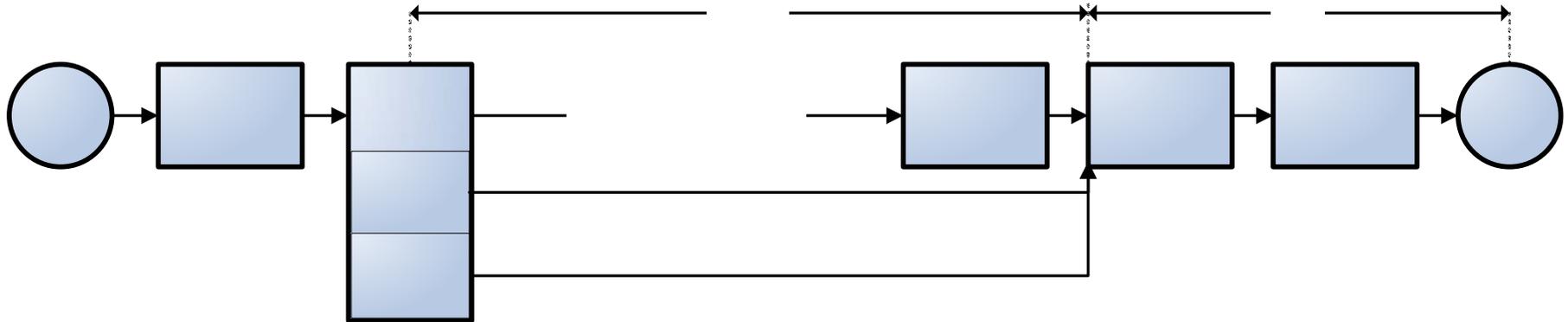
Estimated Volume Distribution – All Market Dominant Products



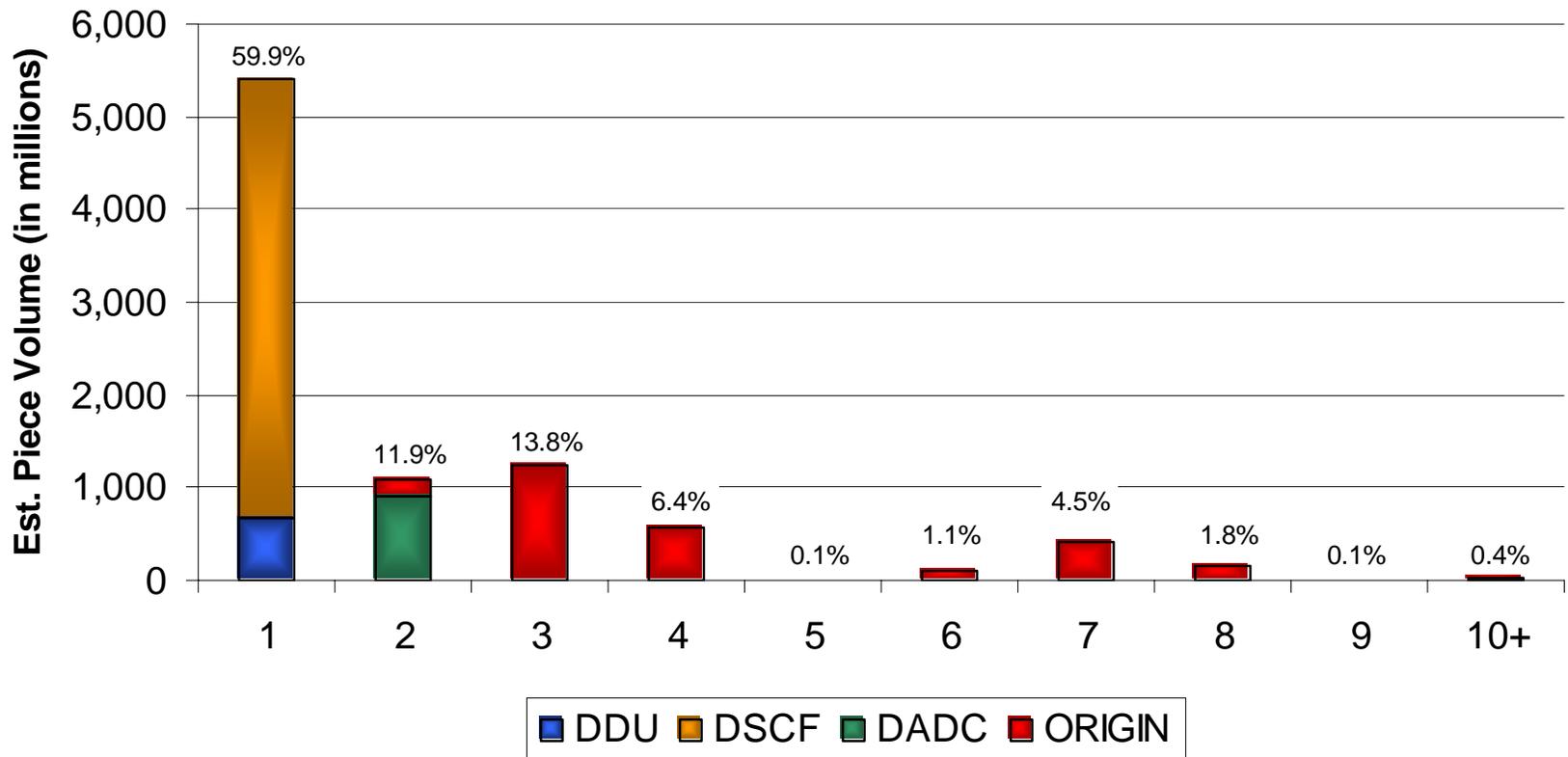
Estimated Volume Distribution – First-Class Mail



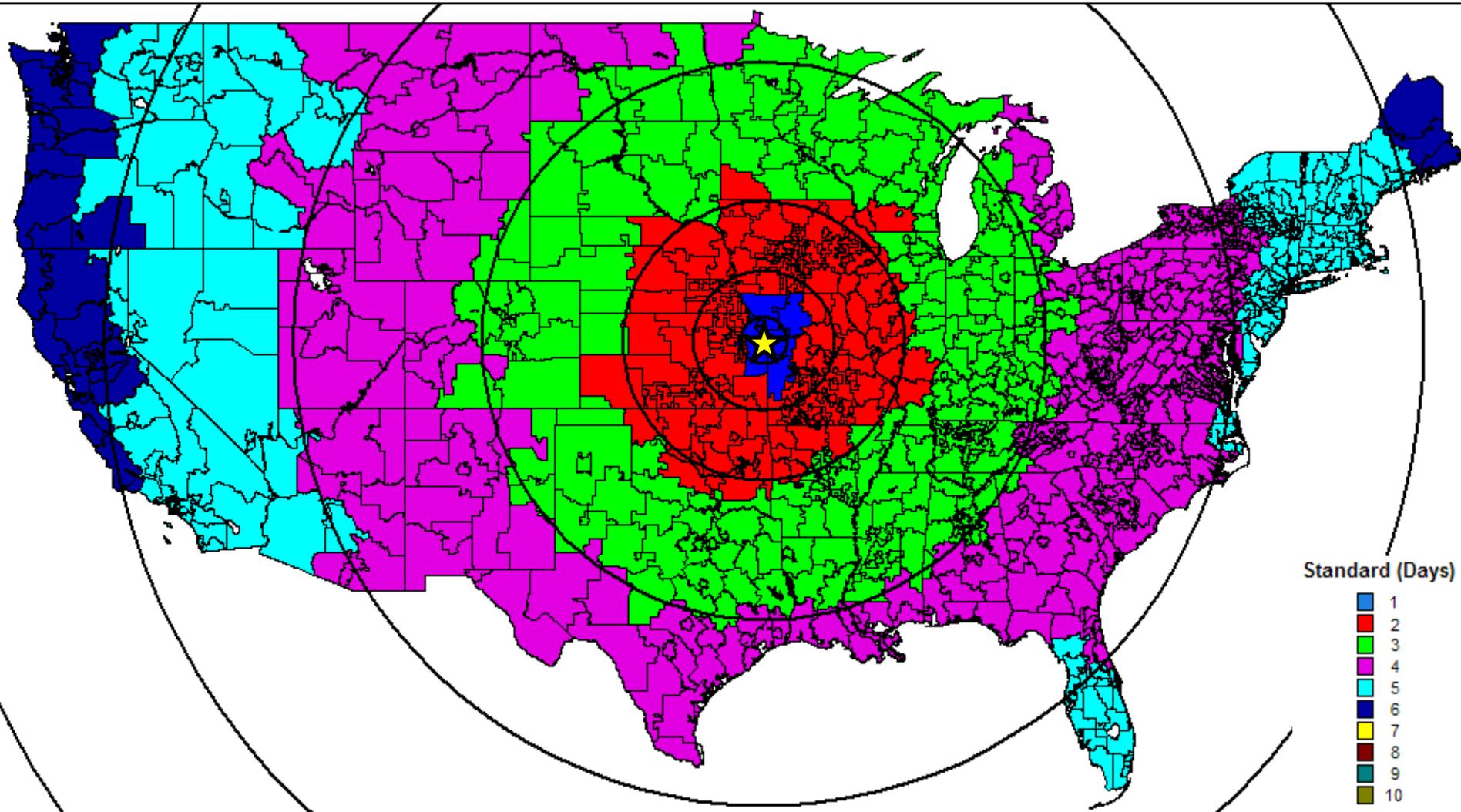
First-Class Mail End to End Flow



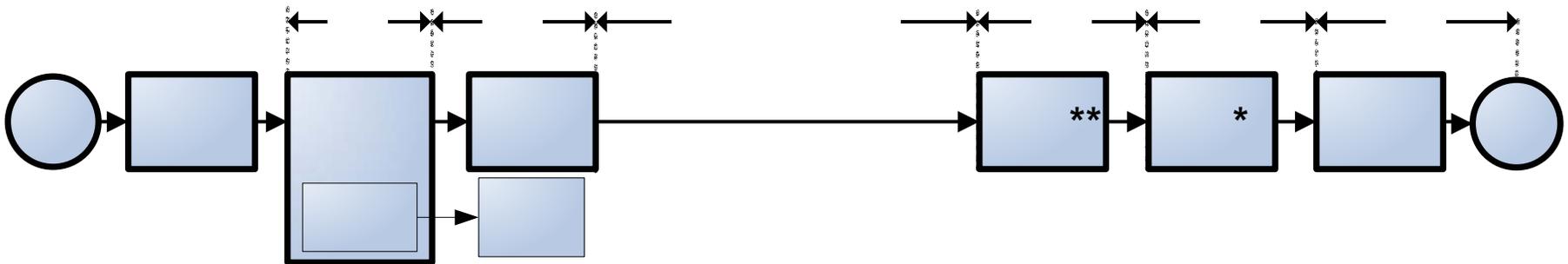
Estimated Volume Distribution – Periodicals



Current Periodical Service Standards (From Origin 661)



Periodicals End to End Flow

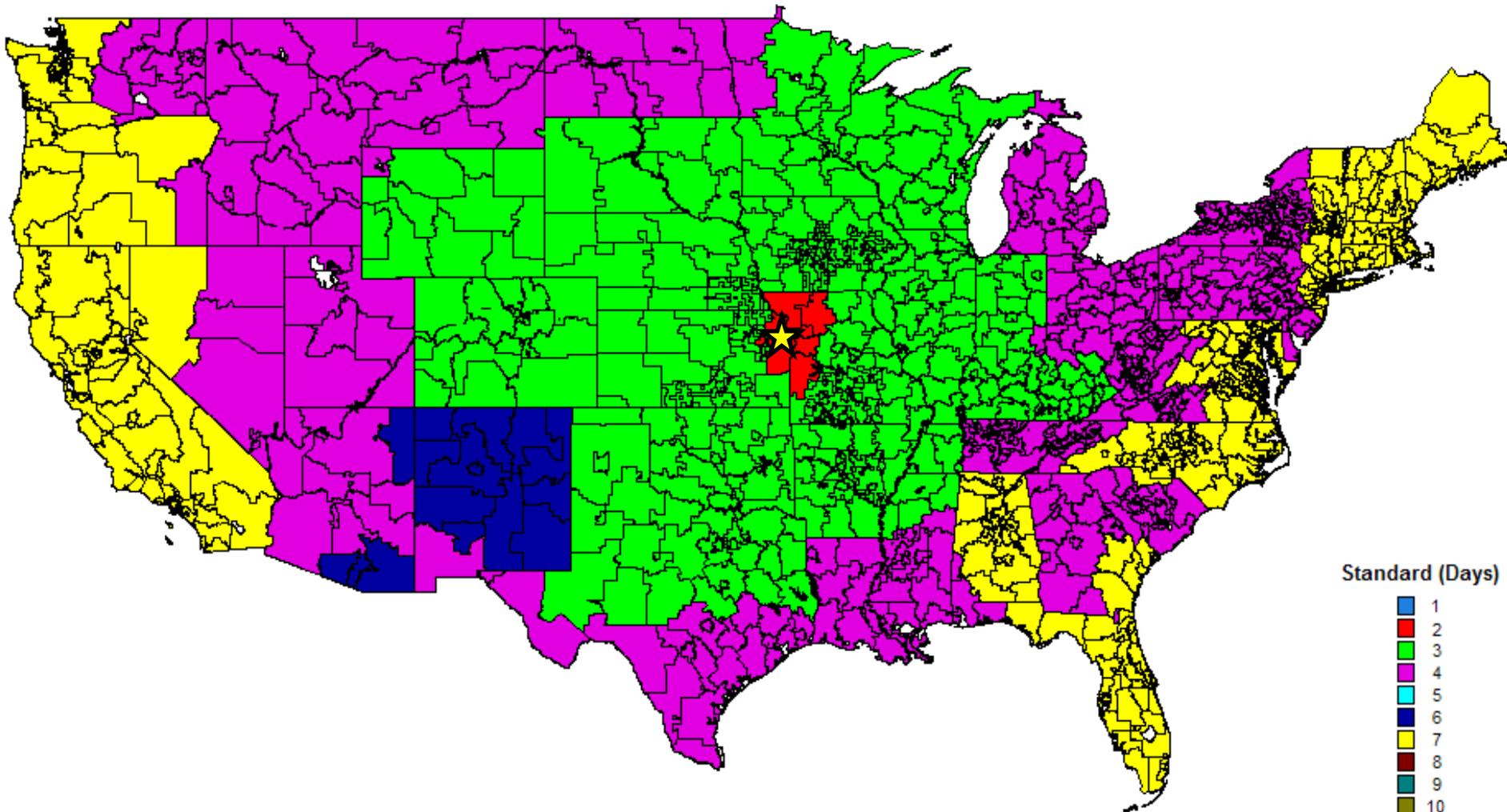


Notes:

*Destination Entry Periodicals entered at the Destination Sectional Center Facility (DSCF) prior to the published CET will receive a 1 day standard.

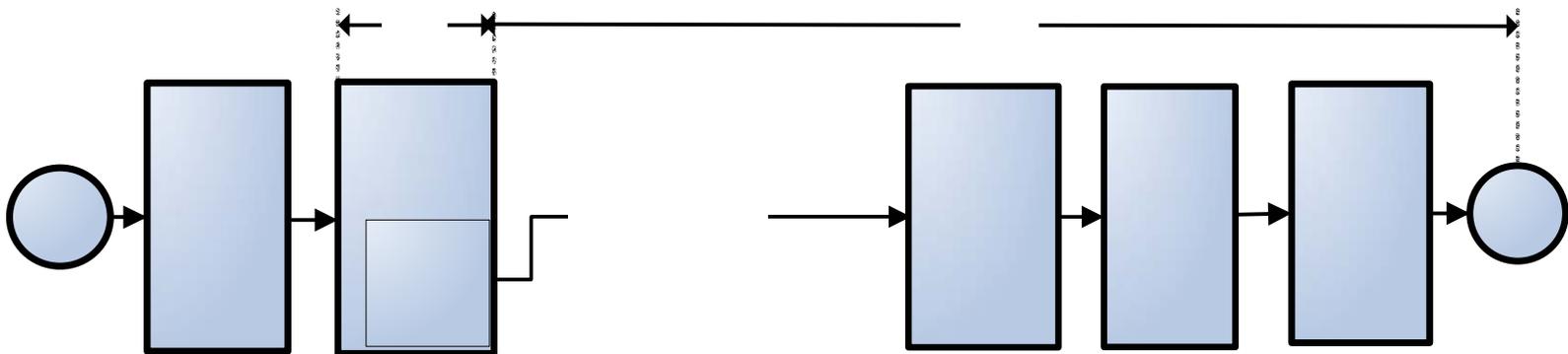
**Destination Entry Periodicals entered at the Destination Area Distribution Center (DADC) prior to the published CET will receive a 2 day standard if the DADC and DSCF are not the same building

Proposed Periodical Service Standards (From Origin 661)



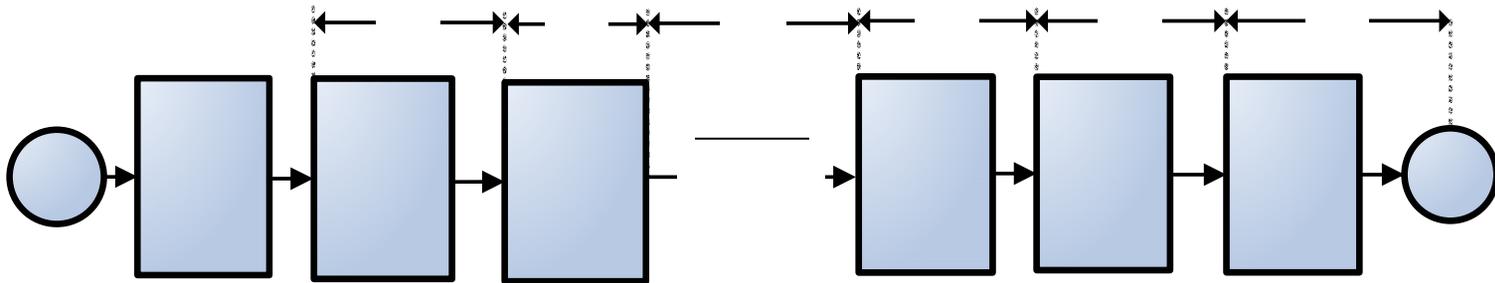
Periodicals Merged with First Class to Surface Destinations (L201 Labeling List)

Example: Chantilly, VA to Raleigh, NC



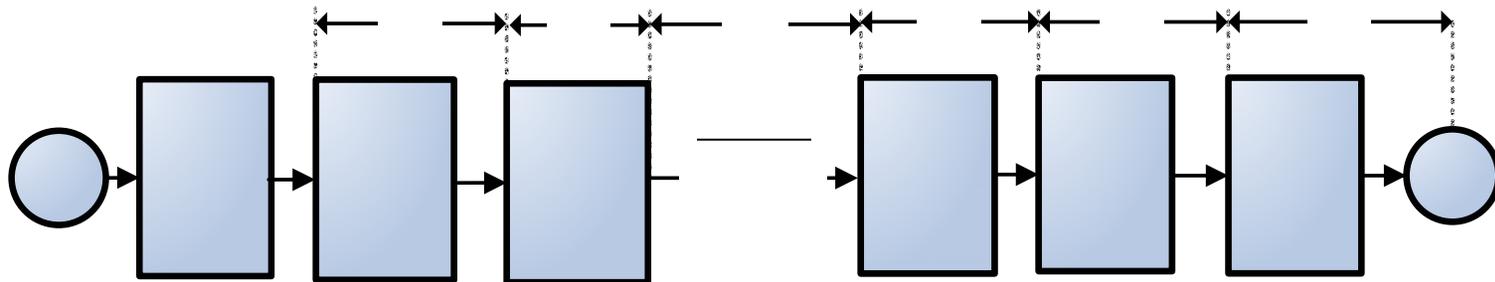
Periodical Origin Consolidation - (L009 Mixed ADCs Labeling List)

Example: Chantilly, VA to Addison, TX

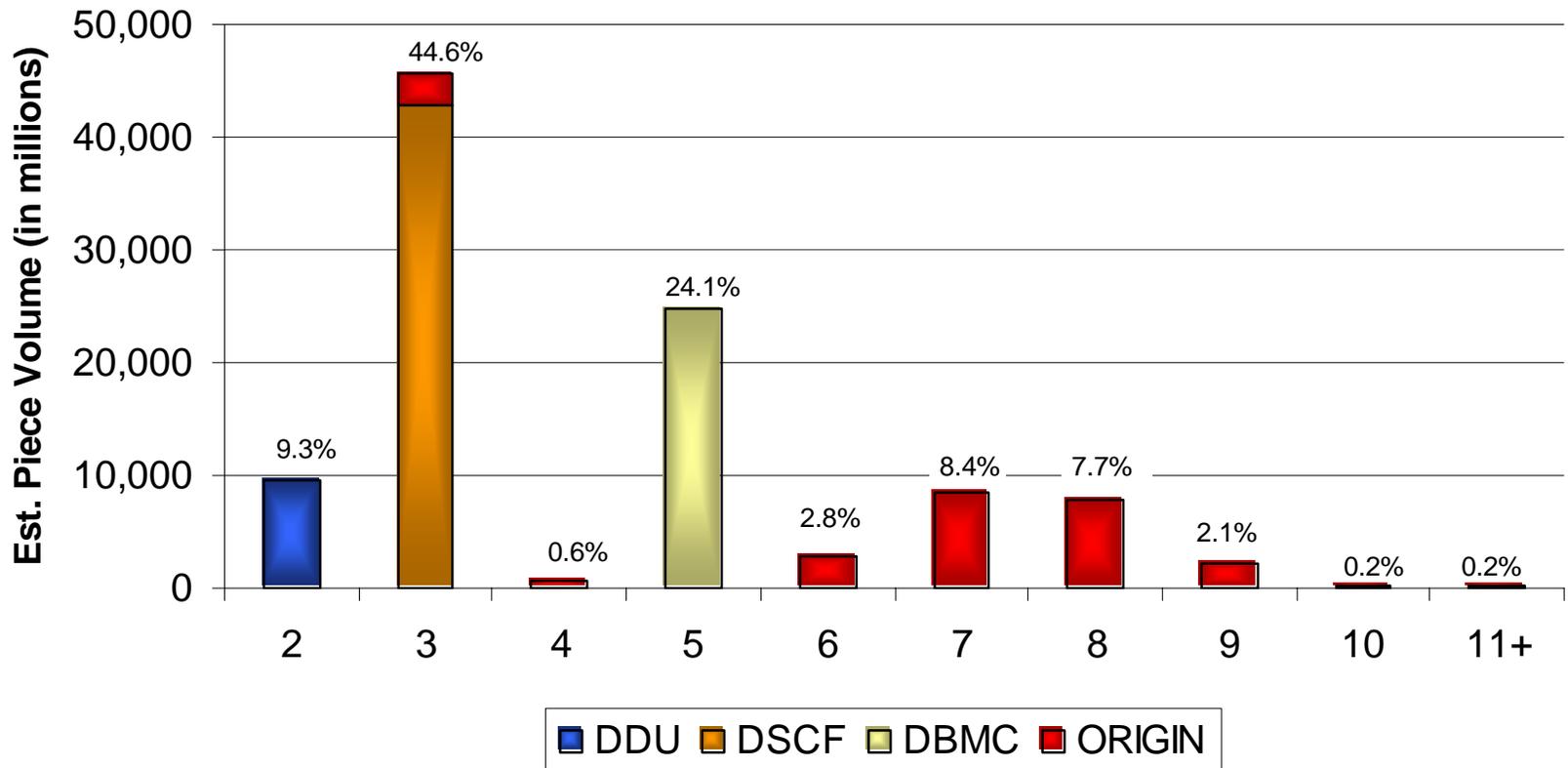


Periodical Origin Consolidation - (L009 Mixed ADCs Labeling List)

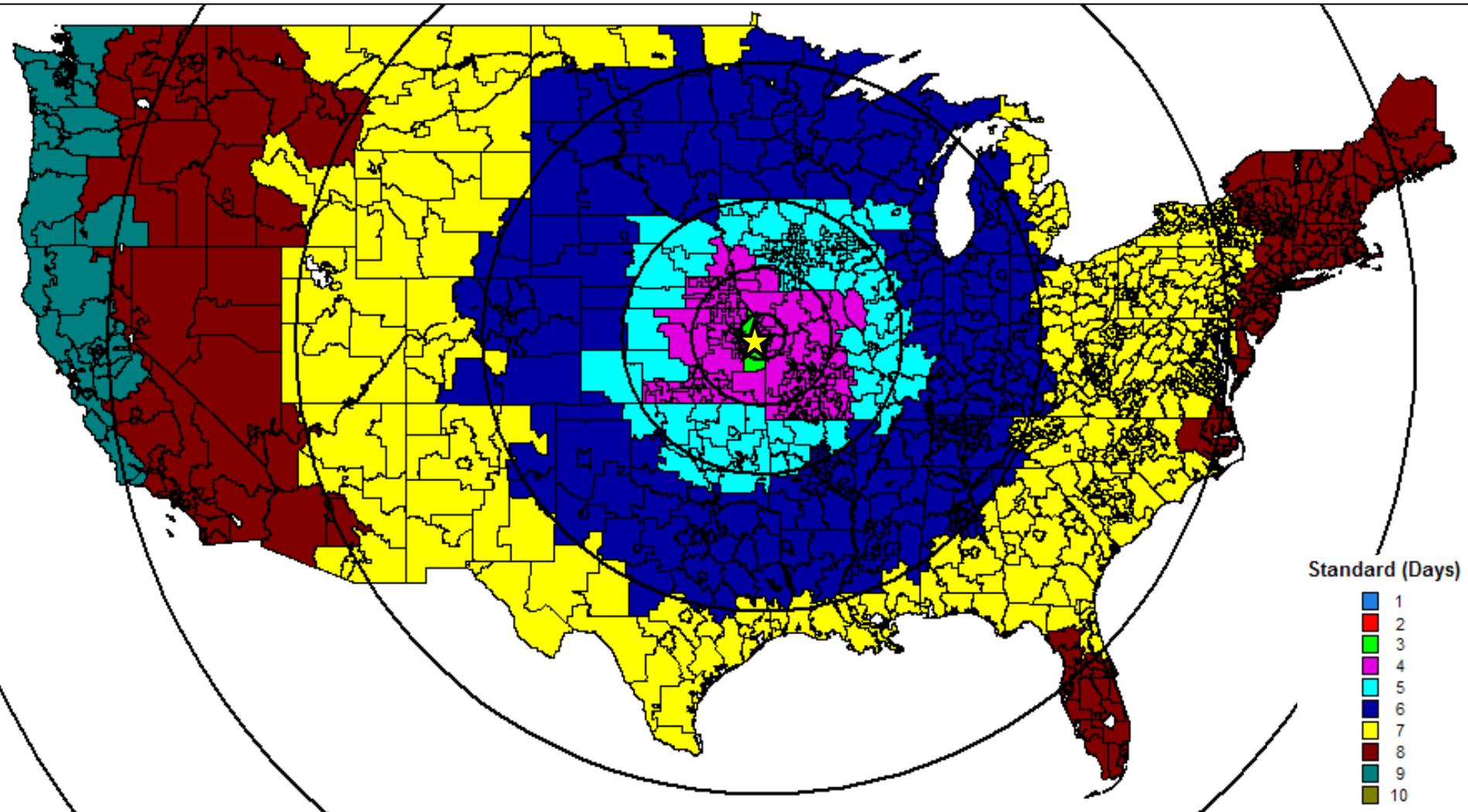
Example: Chantilly, VA to Santa Ana, CA



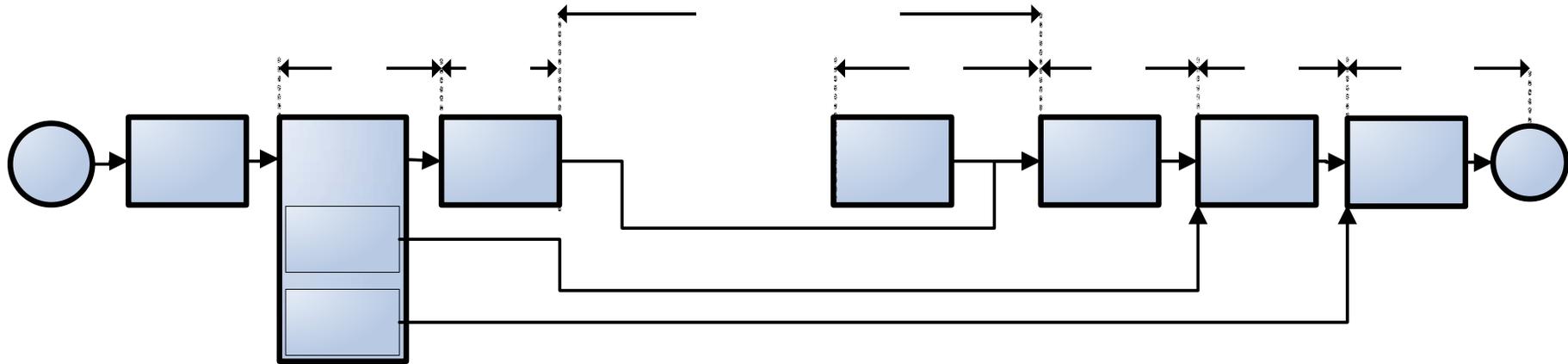
Estimated Volume Distribution – Standard Mail



Current Standard Mail Service Standards (From Origin 661)

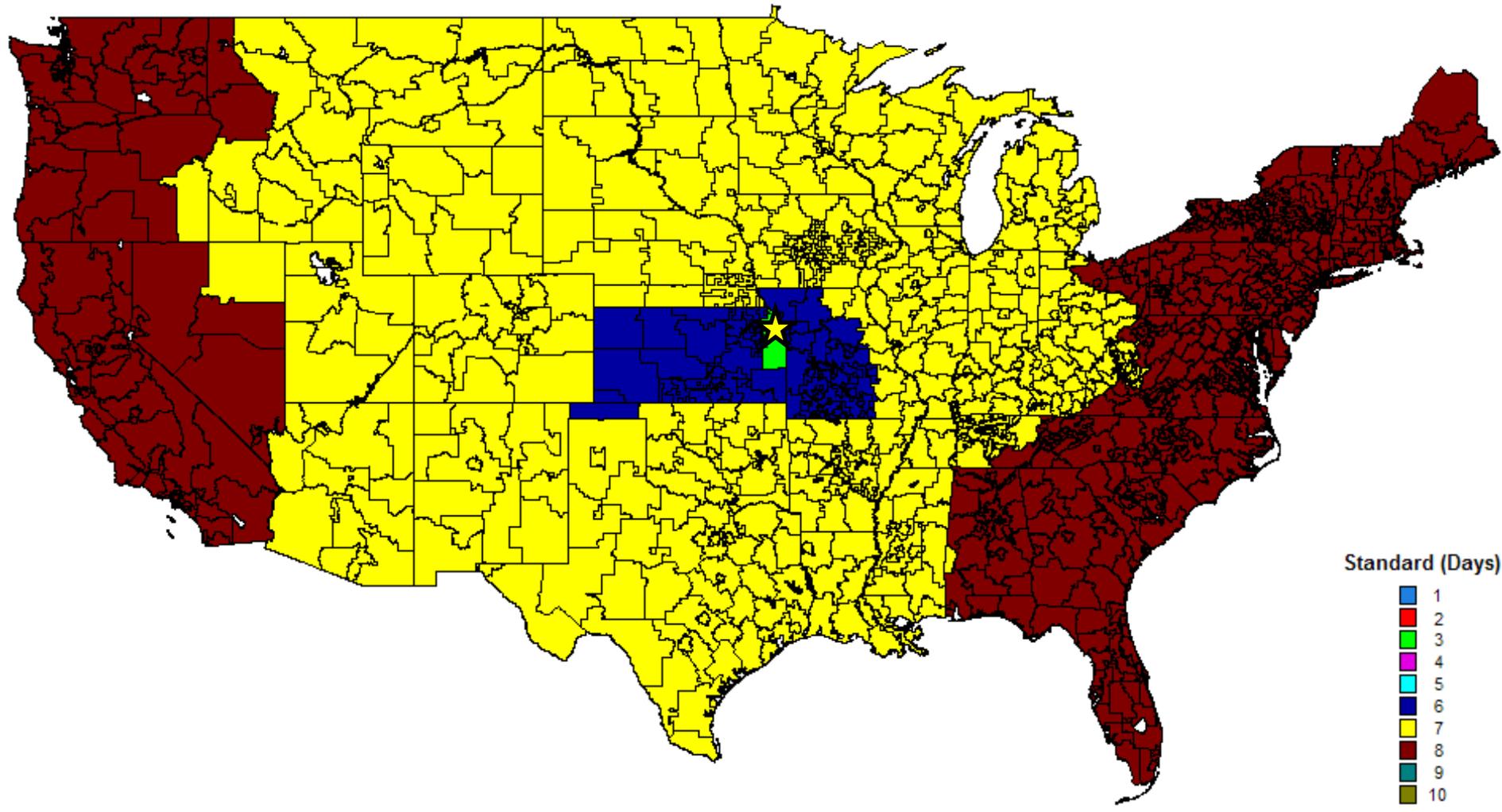


Standard Mail End to End Flow



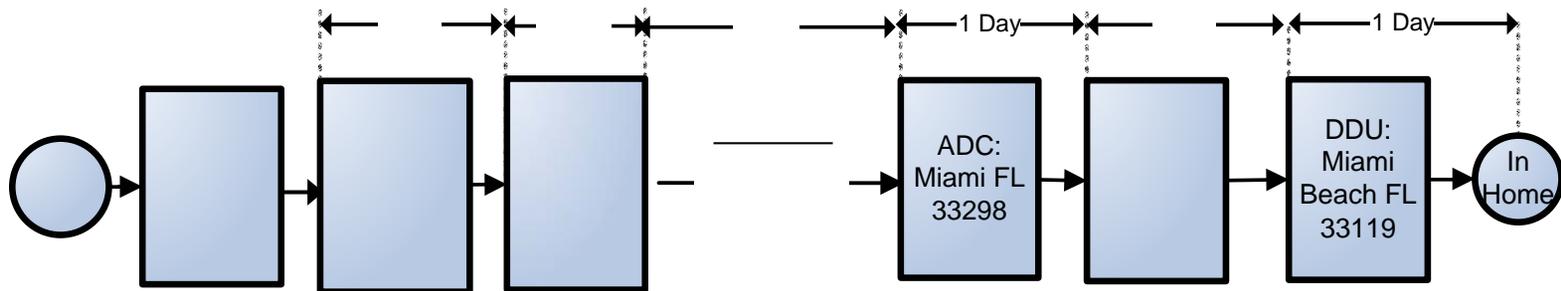
*Only 1 day is required at the DDU / FSS for Standard Mail merged with Periodicals at the L009 site.

Proposed Standard Mail Standards (From Origin 661)



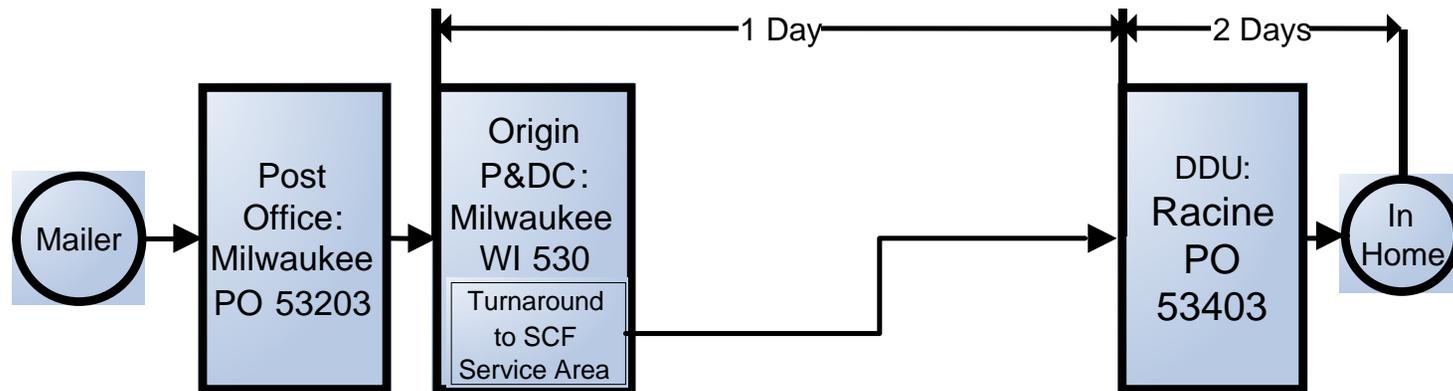
Standard Mail Origin Consolidation - (L009 Mixed ADCs Labeling List)

Example: Milwaukee, WI to Miami, FL



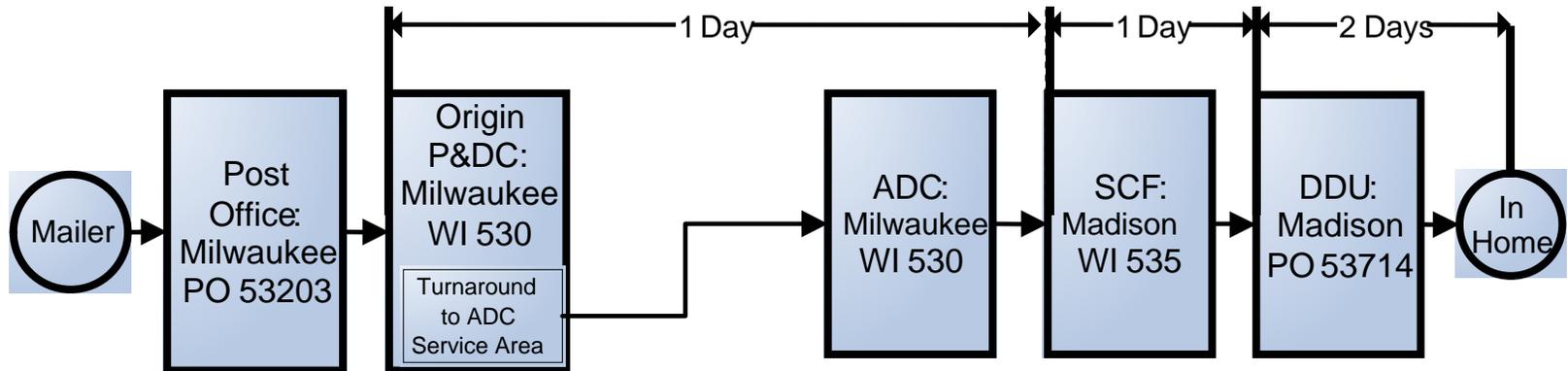
Standard Mail SCF Turnaround Flow

Example: Milwaukee, WI to Racine, WI



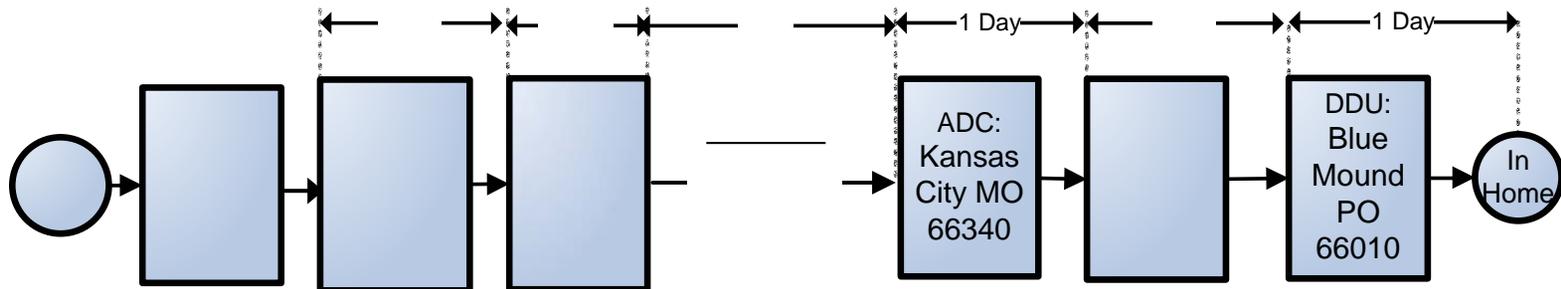
Standard Mail ADC Turnaround Flow

Example: Milwaukee, WI to Madison, WI

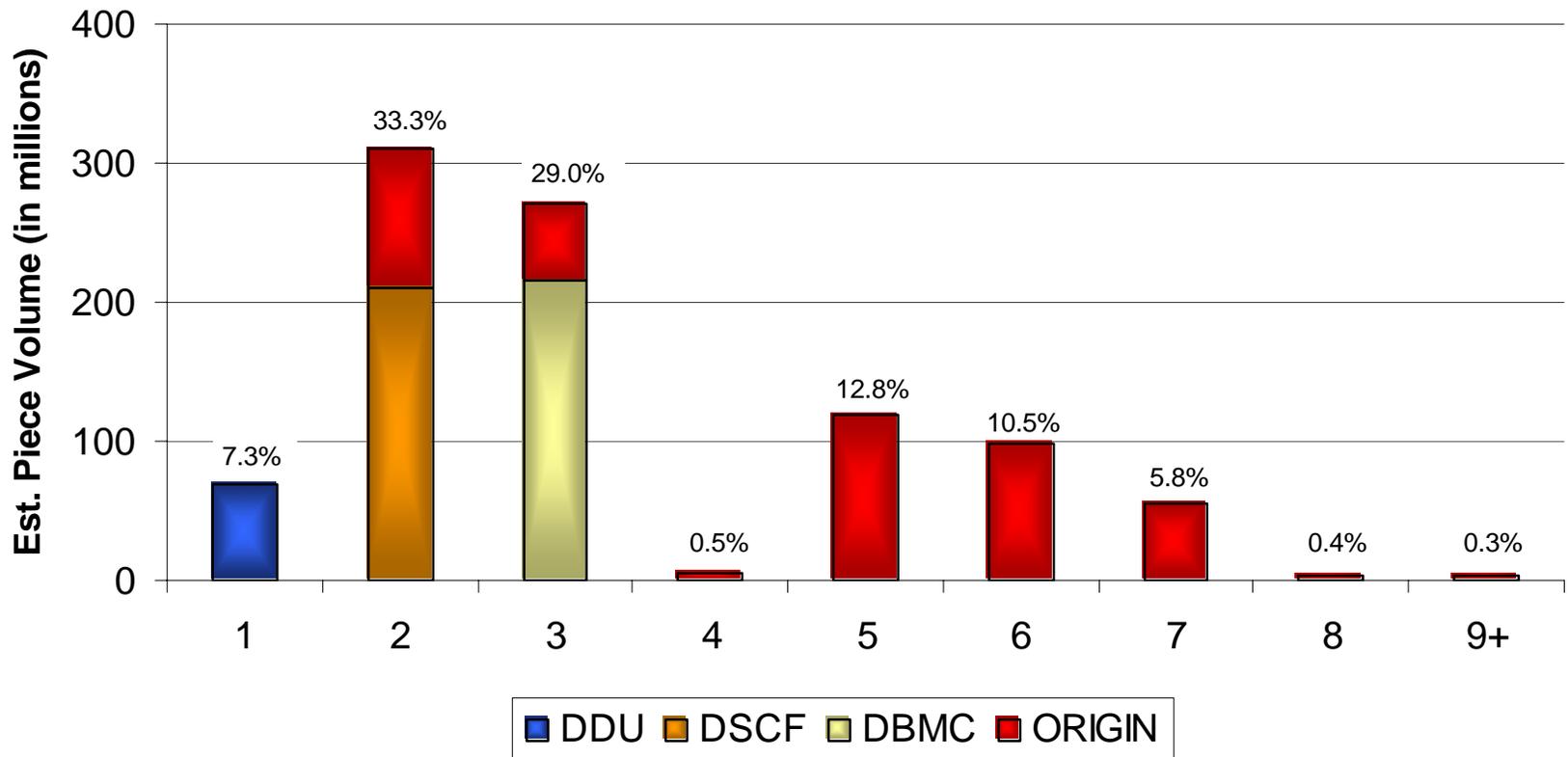


Standard Mail Origin Consolidation - (L009 Mixed ADCs Labeling List)

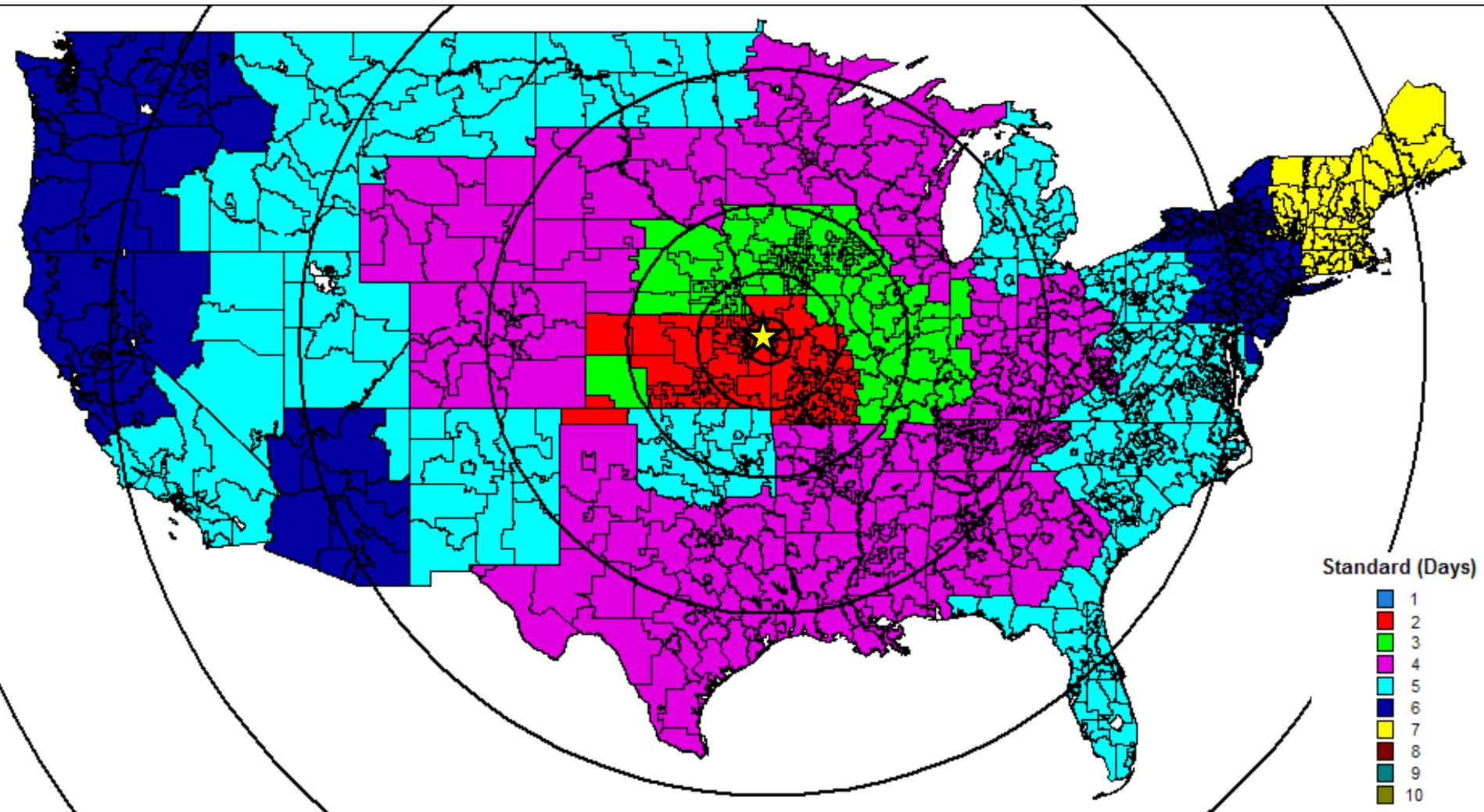
Example: Milwaukee, WI to Blue Mound, KS



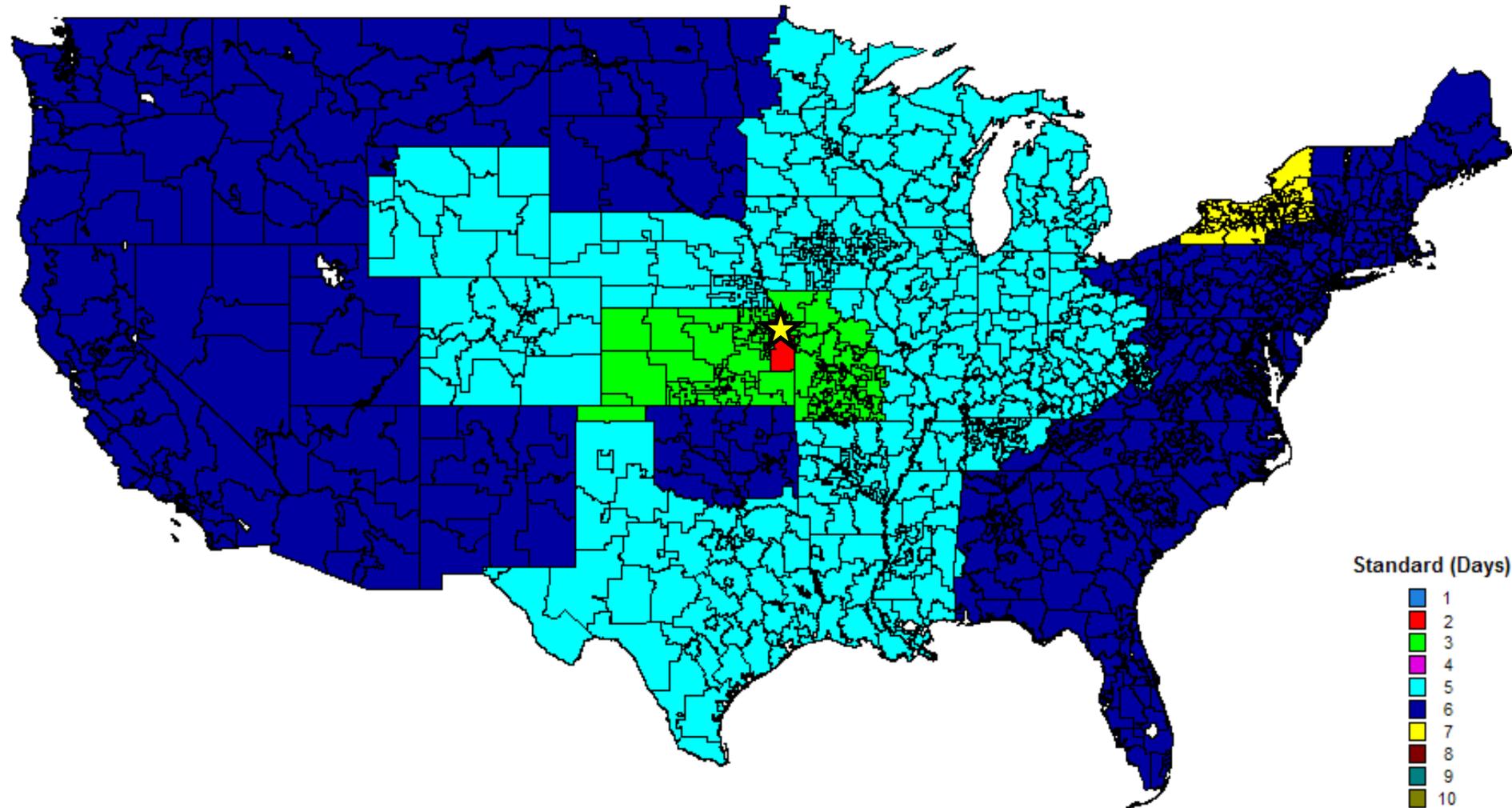
Estimated Volume Distribution – Package Services



Current Package Services Service Standards (From Origin 661)

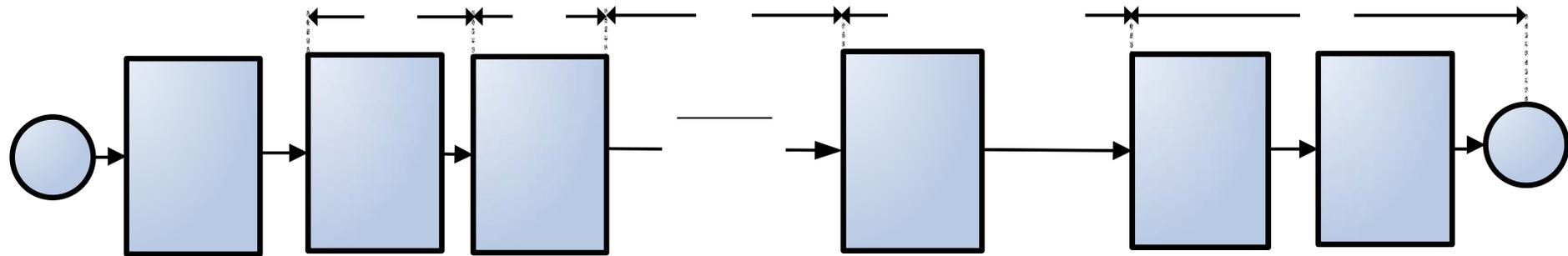


Proposed Package Services Standards (From Origin 661)



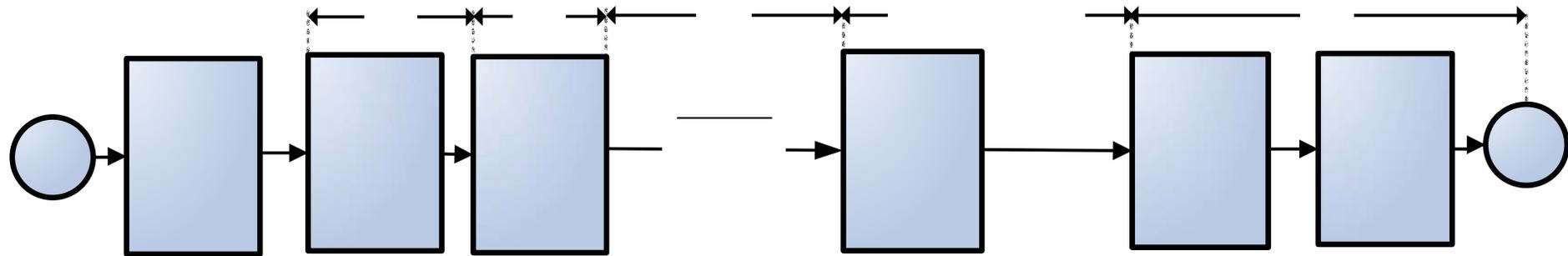
Package Services Inter-BMC Flow

Example: Billings, MT to Boston, MA



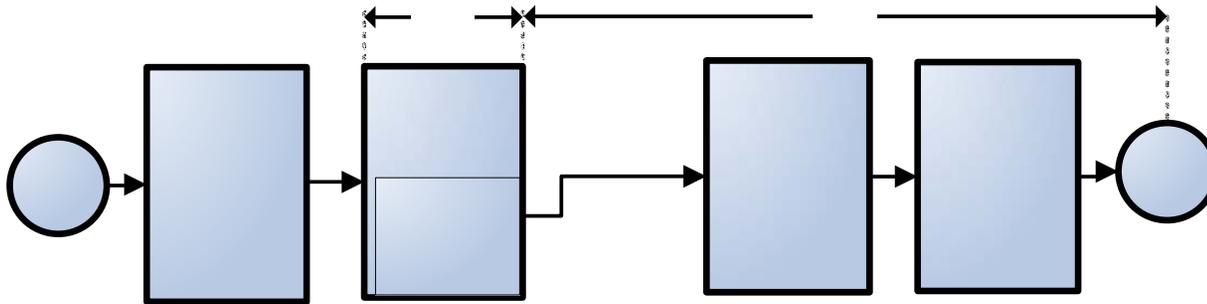
Package Services Inter-BMC Flow

Example: Billings, MT to Cleveland, OH



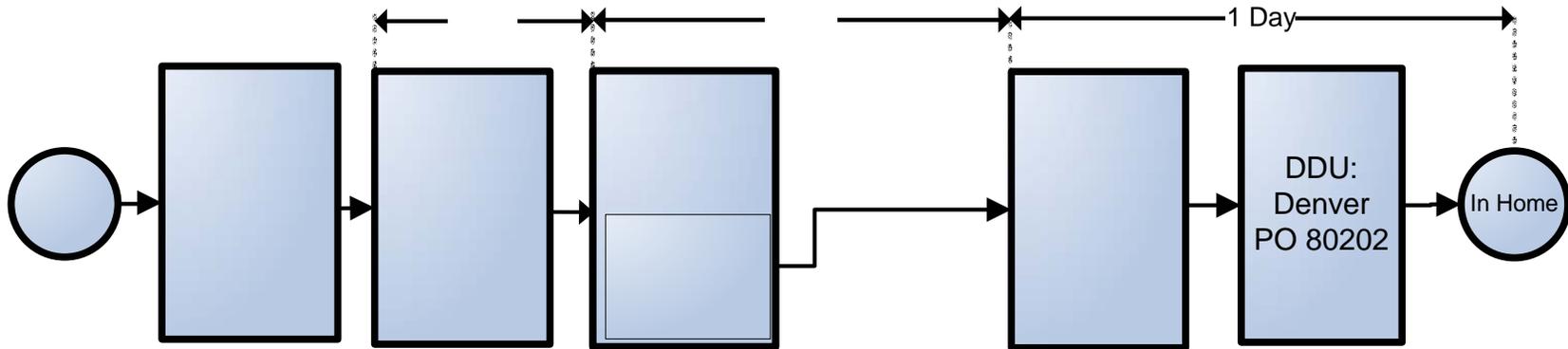
Packages Services SCF Turnaround Flow

Example: Billings, MT to Billings, MT



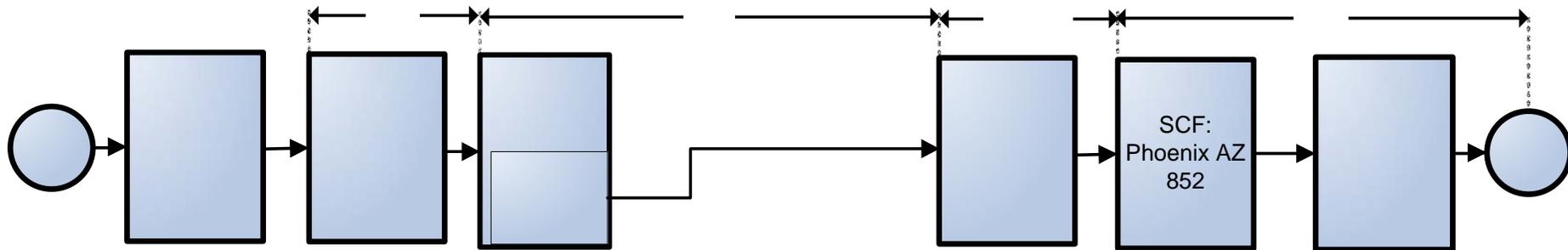
Package Services BMC Turnaround Flow

Example: Billings, MT to Denver, CO



Package Services BMC Turnaround Flow with ASF

Example: Billings, MT to Phoenix, AZ



Proposed Service Standards – States of Alaska and Hawaii, and Puerto Rico

- Performance Measured at Port of Entry
 - Alaska – Anchorage
 - Hawaii – Honolulu
 - Puerto Rico – San Juan

Mail Class	PROPOSED					
	Destination Entry Range (days)			End-to-End Flow Range (days)		
	Alaska	Hawaii	Puerto Rico	Alaska	Hawaii	Puerto Rico
First-Class Mail	n/a	n/a	n/a	1 - 4	1 - 4	1 - 4
Periodicals	1 - 6	1 - 7	1 - 2	2 - 21	2 - 23	2 - 23
Package Services	1 - 7	1 - 8	1 - 6	2 - 19	2 - 22	2 - 22
Standard Mail	2 - 9	2 - 10	2 - 8	3 - 22	3 - 24	3 - 24

Critical Entry Times (CET)

□ **National Standardized CETs**

- **Standard Mail & Package Services**

□ **Local CETs**

- **First-Class Mail & Periodicals**
- **Local Operating Conditions**

Ongoing Review Process

□ Two Levels of Service Standard Review

1. Ongoing Maintenance

- ◆ Quarterly
- ◆ Localized adjustments

2. National Systemic Review

- ◆ Annual Review
- ◆ System wide adjustments

Next Steps

- ❑ Federal Register Notice October**
- ❑ Comments late November**
- ❑ Publish revised service standard in Federal Register by December 20, 2007**