

Continuous Improvement — Project Charter

Project Name	Streamlined Acceptance		
Project Tracking #		Business / Location	IWCO Hamburg PA
Project Leader	Garrett Hoyt	Telephone Number	
Black Belt	Jesse Davidson	Telephone Number	
Champions	Bob Rosser,	Telephone Number	
	Susan Pinter	Telephone Number	
	Mury Salls	Telephone Number	
	Marty McGuire	Telephone Number	
	Garrett Hoyt	Telephone Number	
Process Owner	Marty McGuire	Telephone Number	
Start Date:	Estimated Aug 22, 2011	Target End Date:	A

Project Overview	
<p>. Establish the process changes necessary to achieve a streamlined entry and automated verification approach leveraging the advances made through Intelligent Mail and Full Service. The team will follow the Lean Six Sigma process to understand: 1. the current mailer production and entry processes 2. postal acceptance and verification processes 3. identify inconsistencies and inefficiencies 4. recommend a more automated, consistent and efficient approach to mail acceptance and entry for both the mailer and USPS</p>	
Problem Statement	
<p>The current acceptance and verification process is excessively manual and presents numerous inefficiencies that impede mail entry and affect cycle time. Mailing standards may be inconsistently applied due to increasingly complex mail preparation. Current Mailing Standards may not be optimal with respect to recent improvements to electronic capabilities for mail preparation and payment. Verification procedures are individualized to a mailing and assign costs for failure to an entire mailing without regard for trending of overall mailer quality. Verifications are based on mailing standards and verification rules while actual impact to operations for failed mailings may not be accurately accounted for. Verifications are time consuming and may impede release of mailings. All of this can have a potential impact on mailer production and administrative costs.</p>	
Goal Statement SMART – <u>S</u>pecific <u>M</u>easureable <u>A</u>chievable <u>R</u>elevant <u>T</u>imely	
<p>Identify how process improvements and new technology (electronic documentation, electronic messaging, Intelligent mail barcodes and Full Service) can be used to streamline mail preparation, payment, acceptance, verification and entry processes. We will employ a Lean Six Sigma DMAIC methodology with a focused effort to measure the current state of the process and analyze root causes. The team will then develop improvement opportunities and validate with a proof of concept.</p>	
Business Case (Includes Expected Business and Customer Benefits)	
<p>Customer Benefits</p> <ul style="list-style-type: none"> • Continuous mail entry customer access to initiate, present and manage mailings. • Longer mail manufacturing cycle • Standardized acceptance and verification processes • Timely notification of business mail quality issues • Mail Quality Reporting based on trends • Lower the risk of mail quality deficiency assessments <p>USPS Benefits</p> <ul style="list-style-type: none"> • Efficient resource utilization/allocation • Improved mail quality • Improved operational efficiencies • Improved SOX compliance 	
Scope	

Team will map processes for mailer production, mail acceptance, verification, payment and induction. The team will include future state mail processing automated capabilities to address inefficiencies and inconsistencies discovered during current state analysis. The team will evaluate recommendations for improvements to mailing standards to align with future state capabilities.

Project Goals

Metric	Baseline (Historical)	Current Snapshot	Goal	Notes
Acceptance Cycle Time				
Workhour efficiencies				

Risks	Countermeasures

Team Members

Name	Role	Functional Support	Email	Phone	Location

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