

## MTAC 143 General Session Meeting Minutes From 9/29/2011

- Recap – at our last meeting at the beginning of August – USPS said we would use LSS to perform some VSMs at some chosen mailer facilities to document the current state, analyze the data, and determine the future state. After each visit to a mailer's site we would communicate the results back to the workgroup.
- We would like to have a MTAC 143 face-to-face work session on 11/28 (Monday) from 1-4pm EST.
- While the workgroup was on hold - a group of mail industry people raised questions to the MTAC 143 leadership and MTAC leadership about MTAC 143's goals, direction, problem trying to solve, etc. MTAC 143 leadership and MTAC leadership created responses, met with the mail industry group to review the responses, and published the responses in the issues list.
  - MTAC leadership decided approach moving forward – during meetings when issues are raised that aren't relevant to discussion topic or can't be address immediately – we will write issues in an issues list then address the issues in future meetings.
- When we visit mailer's site -> we VSM the current state from an acceptance/verification activities/perspective.
  - Analyze current state data to define areas of improvement like automate the process and identify USPS/mailer values.
  - Develop future state business model
  - Develop/implement requirements
  - Create parallel environments/conduct pilots to transition to SA business process.
- Present IWCO current state. (Refer to slide presentation)
- QA
  - If IWCO is a continuous mailing environment – if USPS finds a mistake how can you fix the problems in the mail – if part of the mail has already left the building how can you fix the problems.
    - IWCO is submitting std mailings 24 hrs a day but IWCO is not like FCM continuous mailings where mail has left the building and has been inducted into USPS facility before verification is performed. In this case mail pays up on a portion of the mailing.
  - IWCO is OP mailer -> all mail is entered under SPPS. Weigh verification is not required -> IWCO chooses to weigh verify the mail for mail quality purposes.
  - Is USPS using the data collected and data analysis to establish a baseline?

- In the current state baseline – you need to document how much labor costs spend and Y errors found -> is the verification value worth the time.
- So when a site transitions to SA - you can compare against baseline to see if improvements are being achieved.
- Are you establishing a quality baseline and costs for each specific env?
- When we were at the IWCO – we analyzed the mail data quality reports, made observations, interviewed clerks, etc. – we found few errors -> problems we did find are related to human errors.
- Is a quality control step the same as a revenue assurance?
- Bob Rosser's comments on approach moving forward
  - Current verification process is relying on sampling of mail. IWCO sees the benefits of SA -> is moving the mail without USPS acceptance clerks holding up the mail, SA should use a census type of inspection, SA compare against thresholds over time to determine mail quality and rate eligibility.
- MTAC 143 leadership will discuss possibility of holding a telecon next week while visiting DST site and notify the workgroup after Tuesday's leadership meeting.