

## MTAC 143 Meeting Notes From 2/2/2012

- Reviewed RBV objectives
- Reviewed RBV processes
  - RBV will calculate mailers mail sampling frequency based on mailer's
  - SA mailings selected for sampling – RBV will calculate the sample size based on the mailer's mail quality.
  - USPS will optimize the collecting of mail samples within/across USPS entry facs.
  - Can someone's quality change and how long is the sampling period?
    - RBV should continue to measure a mailer's mail quality over a current time period. If RBV detects changes in a mailer's mail quality -> RBV should update the mailer's mail frequency.
  - Will RBV use a rolling basis to measure a mailer's mail quality over time? What's time frame will you be using to measure a mailer's quality -> a year? Month?
    - We need to establish a specific time period to measure a mailer's mail quality.
  - Joe Bailey said there was a standard operation procedures for Std mail copal guide available on the USPS web page that talked about rolling averages. But it was taken off the website.
  - If you had a single mailing – would it be sampled at one mailing site or at multiple mail sites?
    - We can't delay mail processing nor service performance. There for we need to develop an optimization engine that can balance mail sampling workload within/across multiple facilities.
  - Will you be using FAST data to know when containers are arriving?
    - We will need to leverage data systems that contain appointment and container data that tells us the number of containers and when they're arriving at USPS entry facilities to forecast/optimize where the containers should be sampled.
  - Will mail being prepared thru a CSA be included into this process?
    - Yes!
  - Will USPS develop dynamic sampling plan or adjust sampling size/location as mail shows up at the facility.

- RBV should leverage mailers' data when postage stmts are finalized to forecast as earliest possible the sample size and locations. RBV should develop functionality to adjust sampling locations and sizes to account for any missing scans previously required.
- RBV needs to randomly select containers to be sampled.
- What's the benefit of using mailer's data to forecast the sampling location/size?
  - To optimize sampling workload and reduce sampling inventory.
- Will RBV report the date/time when sampling starts/finished and location where it occurred?
  - We can make that mail tracking data available.
- RBV sampling freq/size example
  - A mailer with good mail quality will have a low mail job sampling freq.
  - A mailer with bad mail quality will have a high mail job sampling freq.
  - SA mailings selected for sampling - RBV will calculate mail sample size based on the mailer's mail quality.
  - What is a mailing from a sampling standpoint.
    - Mail.dat job id/mail.XML
  - So can a mailer create one mail.dat job for all mail produced in a day?
  - Will the payment of pstg stmts – be linked to the mailer's national payment account?
    - Yes, hopefully the SA process will allow for flexible payment options like mailers paying for shipments of mail as the mail is dispatch to USPS entry facilities.
  - Analyzing data by CRID or location will impact mailers what business processes and supporting IT infrastructure to support the SA process. Like obtaining pc wghts.
    - We need to define the SA flexibility.
  - If a mailer has a low quality mailing – were USPS needs to sample the mailer's mailing every 1.4 days -> how long will it take the mailer to get back to a good quality mailing status?

- USPS will sample a mailing every 1.4 days. Based on the measurements obtain – if there's a change in the mailer's sigma value (for example) the RBV system will adjust the mailer's sampling freq. So it depends on a few variables.
- If a mailing has many pstg stmts and is dispatch to many USPS locations -> will all the samples collected at the multiple locations over many pstg stmts be consider as one mailing?
- Will the SA process be only available for FS mailings?
  - Mailings that meet SA mailing criteria – like unique identity on all mail pcs.
- One of the SA process benefits is the mail quality reporting.
- The verifications performed in the SA process will be:
  - Nesting
  - Bc scanning
  - Pstg payment method
  - Weight
- The reports should contain actionable data like manufacture quality engineers can use to improve their mail quality -> like sigma level, statistical control charts, etc.
- Mailers will need images/example of the physical mailpc causing the problem.
  - The SA team has been working with the engineering on solution.
- USPS has been developing reports that will be able to notify USPS employees when KPIs/thresholds have been passed.
  - The SA team has been working with engineering to see if a mailer's mailing -
- If a mailer's mailing has multiple dispatches to USPS entry point facilities -> and the mailing fails to run on USPS MPE equipment at the different locations -> will each location be counted as a separate mailing? Or as one mailing?
  - All the collected sample results will be associated to one mailing. So if a mailing has a readability issue -> it would be considered a read
- Can we leverage technology to improve service performance? What to do? What not do? For example, when a USPS employee scans a container that's marked for sampling -> alert the employee to by-pass sampling for this container to meet service performance standards.

- Currently, USPS uses color coding to prioritize when mailings should be processed by operation.
  - USPS could have the scanner contain facilities' CET times, current date/time, and use containers' mail class to notify USPS employees if containers need to by pass sampling to meet service performance.
- Has the SA team had a chance to use data to qualifying any mailings with versions and editions?
- No.
- For the next call - Mailers would like a summary of all the brainstorming ideas raised during the calls and how they align with the SA architecture.