

## WORK GROUP #149

### MINUTES 8/16/2013

We have reached the following outcome:

- There will be a two-tier certification system for mailer quality.
  - “Premium” Certification will be a continuation of the existing MPTQM process-based certification with some modifications, which are
    - The MPTQM quality manual will be updated to reflect changes in the program
    - The USPS will no longer perform process audits
    - Mailers who want to be certified must use an ASQ Certified Quality Auditor to perform the audit
    - Audits can be performed by a third-party auditor or an in-house (mailer employee) auditor with the appropriate certification
    - As before, audits are good for three years, with interim self-audits carried out on a regular basis
  - “Standard” Certification will be based on the Full-Service elements of the Mailers Scorecard on PostalOne!
    - Metrics include % OCI errors, % MID Container errors, % MID HU errors, 5 MID Piece errors, % STID errors, % Barcode Uniqueness Container errors, % Barcode Uniqueness HU errors, and % Barcode Uniqueness Piece errors
    - The group is investigating whether % By/For errors would be an accurate measure, given how the 5,000 piece exception is reported in the Scorecard
    - The group is also investigating whether Manual Sampling errors should be included in the metrics
    - Certification will be based on a mailer meeting all threshold conditions (as shown in the Scorecard) as measured through a year’s average
    - Mailers requesting Standard Certification would apply to USPS Business Mailer Support; BMS would review Full-Service metrics over the preceding year and confirm that the mailer meets the respective thresholds for each metric
    - BMS will, on an annual basis, verify that a mailer continues to meet all thresholds in order for a mailer to retain certification
- USPS will maintain separate web pages for each type of certification listing mailers who have applied for and earned certification
- We were scheduled to sunset by the end of August. We are planning to have the above outcome documented by the end of August, but will have one last telecon to review the details and ensure the team is on-board., which will likely happen in early September.