



Sandy

After Action Review
Mailers' Technical Advisory Committee
February 20, 2013

After Action Review

- **Simple Process**
- **Reflection**
 - What was suppose to happen?
 - What did Happen?
- **Lessons Learned**
- **Improve Organizational Effectiveness**



After Action Review

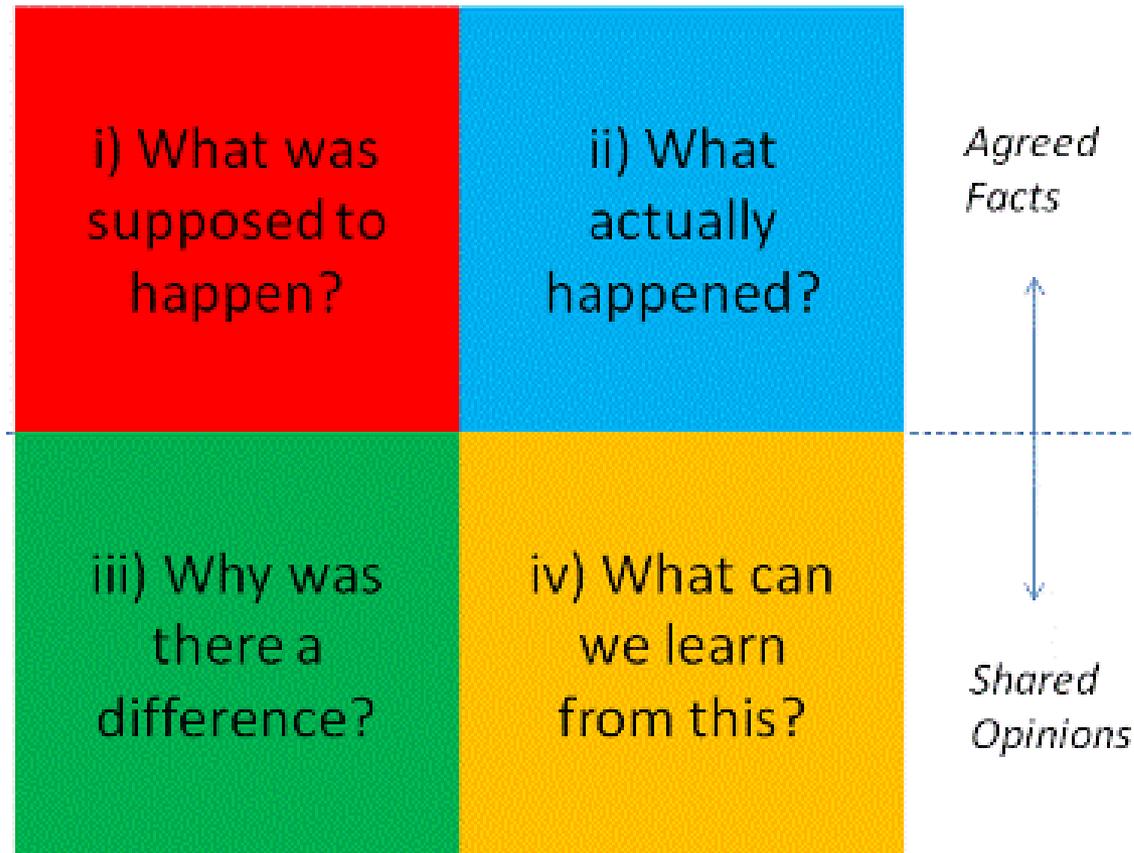
- **Segmented by Time**

- **Pre Event**
- **Event**
- **Post Event**



- **Commitment to the Improvement**

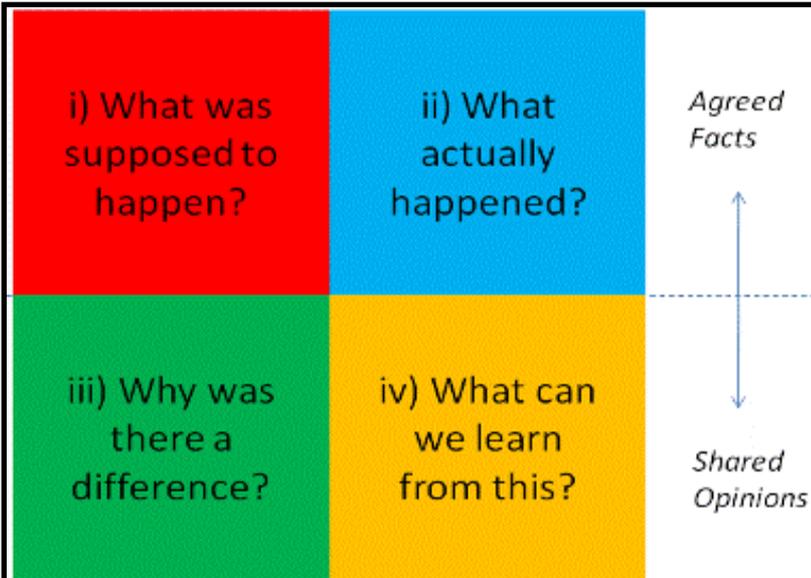
After Action Review



After Action Review

- **PRE - PREPARATION**
- **IMPACT - ASSESSMENT**
- **POST - RECOVERY**

- **Employees**
- **Infrastructure**
 - Facilities
 - Equipment
 - Vehicles
- **Mail**
 - Inventory
 - Network
- **Customers**



After Action Review

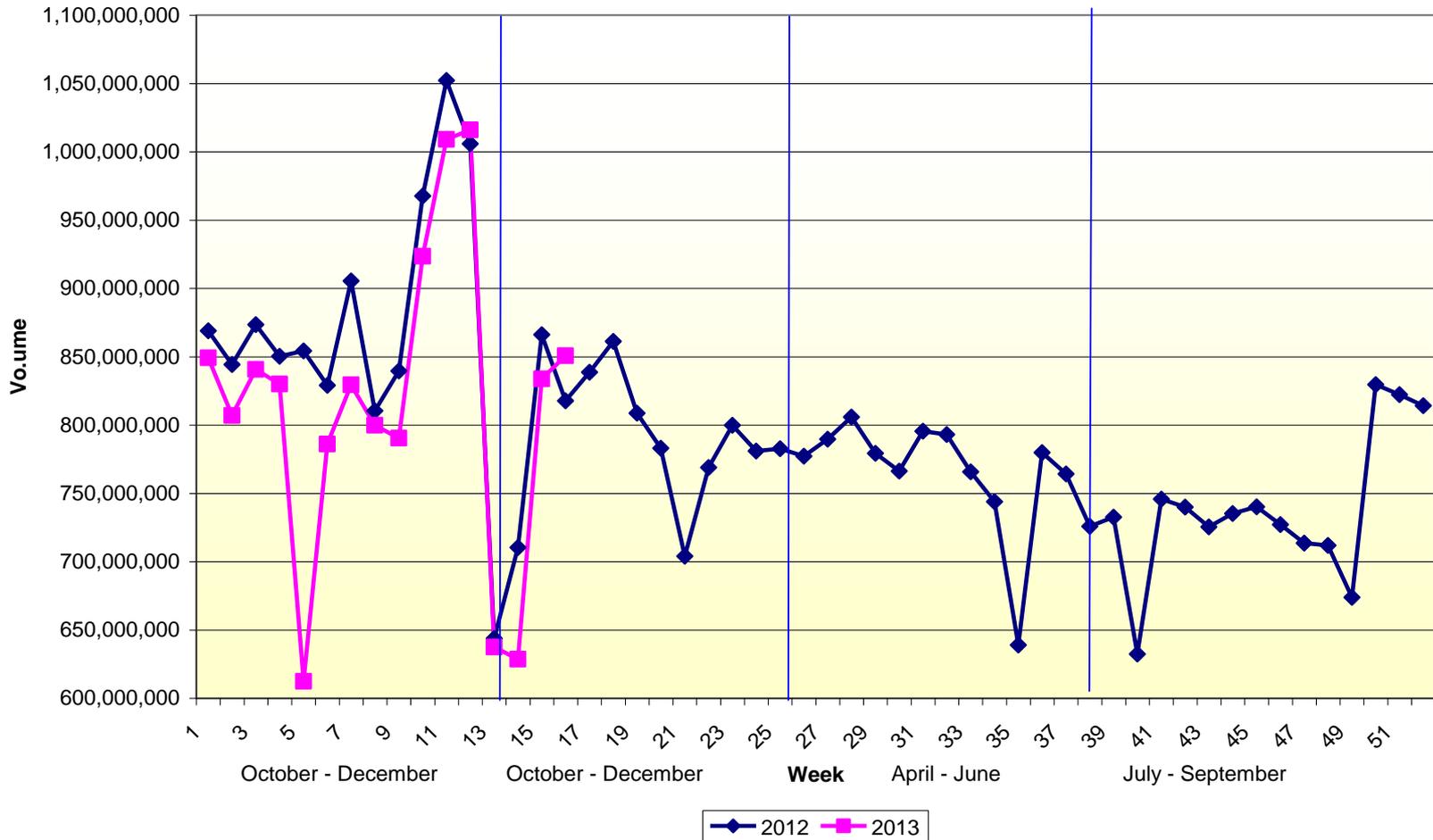
Change What?	How?	Who Can?	Who Will?	When?

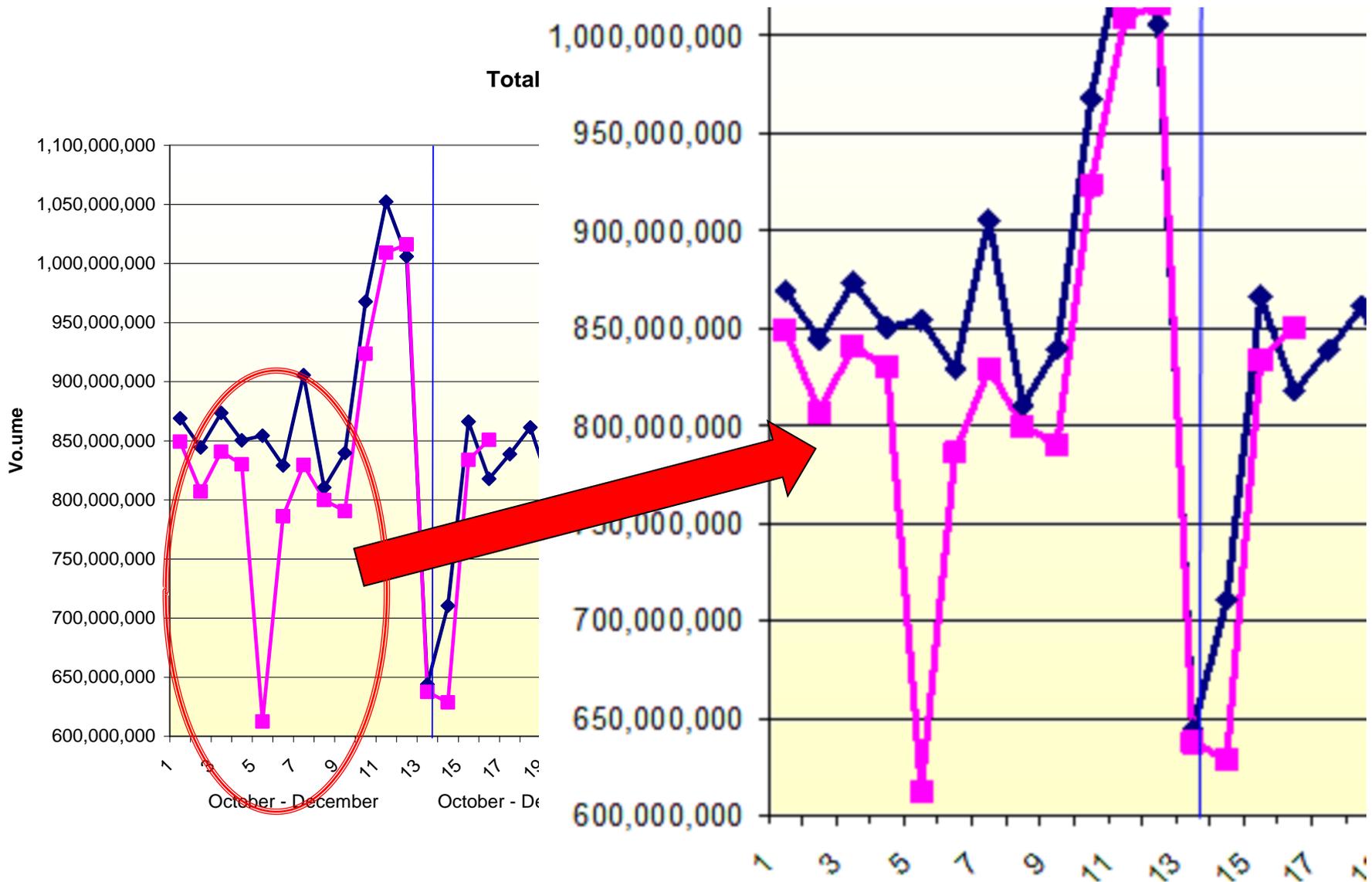






**Northeast
Total Letters TPH Volume**



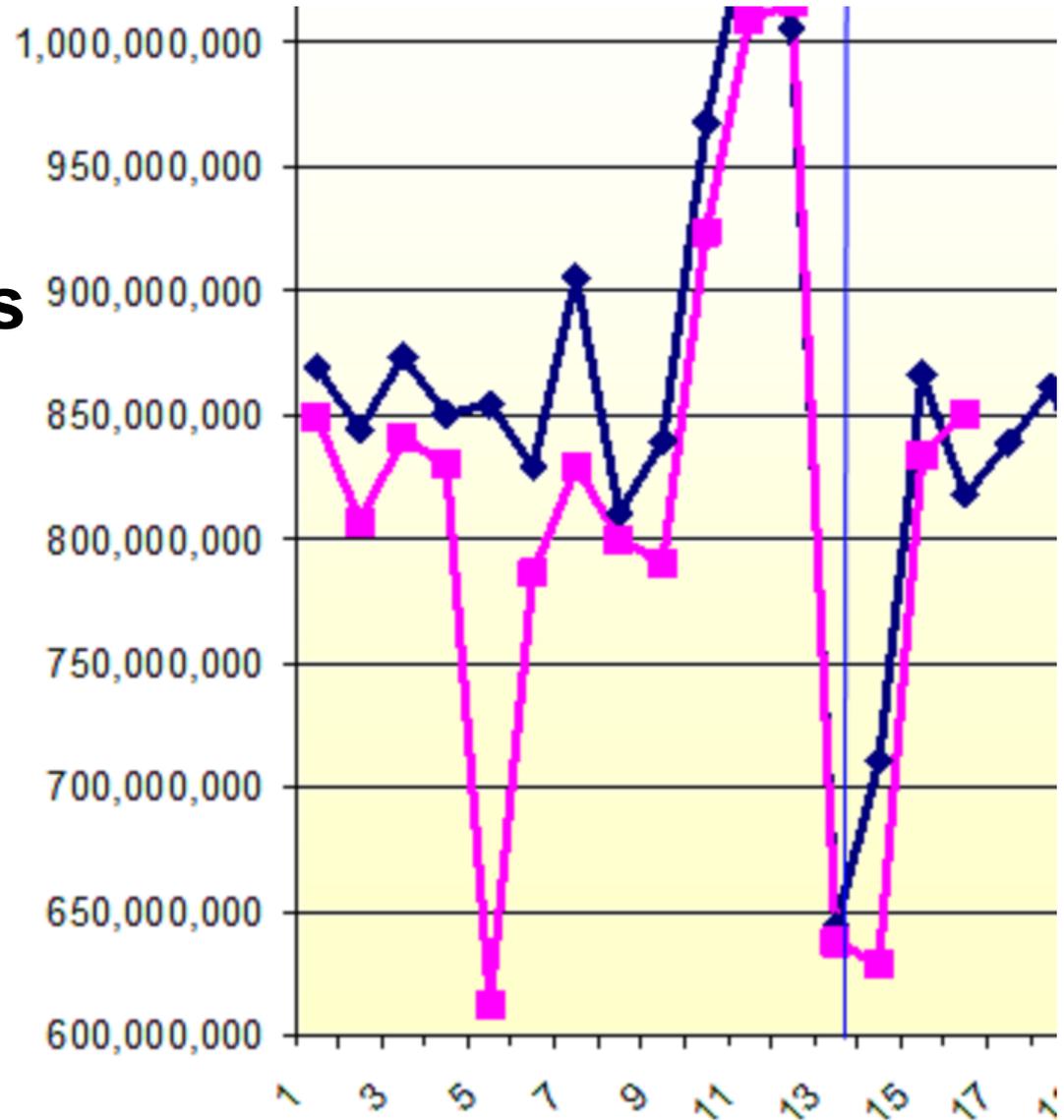


Lost Capacity

Displaced Employees

**Diminished
Communications**

**Significant
Challenges**



Monday October 29
Suspended Operations

Tuesday October 30
Power – Communications - Assessment

Wednesday October 31
**Employee Accountability - Basic Human Needs –
Restoration of Operations**

Thursday/Friday Nov 1-2
Social Security Checks

November 1 – January 31, 2013
Contingency Processing and Delivery

Communications

- **Prior, During, After**
- **Faster, More accurate, Ability to Resolve**

Remittance

- **Planning, Contingency, Communications**

Alternative Drops

- **Fast System, Communications**

Ramping Operations Up

- **Prioritization?**
- **Communications**

Sandy Conclusion

- **Once in a life time event**
- **Many Lessons Learned**
- **AAR - Improve Organization's readiness
for next event**
- **Unwavering Commitment**

