

USER GROUP GUIDELINES

Description

The purpose of a user group is to provide an ongoing forum for the Postal Service and users of a particular postal product or process to facilitate communications, define and review improvements in functionality, and address and resolve issues pertaining to that product or process. User groups differ from Work Groups or Task Teams in that they are ongoing organizations, and they are not organized around a specific issue. Membership is made up solely of users of the product/process, the appropriate USPS managers, and related industry suppliers.

Creation of New User Groups

Any MTAC representative or USPS executive may propose that a new user group be created. The proposal should be submitted to the MTAC Program Manager for consideration of the MTAC Executive Committee. The Executive Committee will approve the user group, reject the proposal, or determine that further research is needed. The criteria for approval include but are not limited to:

1. The proposed user group is directed at a clearly defined and specific postal product or process.
2. The proposed user group does not conflict with an existing user group.
3. There are enough users of the product or service to warrant the creation of a user group.
4. There is clear indication of the ongoing value of the user group.
5. The user group must support the stated purpose of MTAC as defined in the MTAC Charter.

Upon approval of the user group the Executive Committee will determine whether the user group falls clearly under an existing Focus Area or covers a broader area of focus. Based on that determination the Executive Committee will decide whether oversight will be managed by a Focus Area Foursome or by the Executive Committee itself. Upon approval of the user group the Program Manager will notify the Leadership Committee and the user group will be entered in the MITS system.

User Group Leadership

The Executive Committee (or Focus Area Foursome as appropriate) will appoint industry and USPS user group co-leaders. New user group leaders will be selected after a two year term based on the anniversary date of the user group. The user group leaders are jointly responsible for directing the user group activities:

- User group leaders have the primary responsibility for ensuring that the direction of user group efforts and recommendations meet stated objectives and are acceptable to both Industry and USPS.
- User group leaders must schedule meetings and ensure that those meetings are conducted in a professional manner.
- Minutes are not required, although they are strongly encouraged. It is not necessary to enter them into the MITS system but should be distributed among the user group members.
- User group leaders must ensure that the Executive Committee members (or the Focus Area Foursome as appropriate) are kept updated regarding the activities of the User Group.
- If the user group leaders determine that the group is experiencing obstacles that may require additional resources, significant delays, or unusual conflict within the user group; they should report the situation to the Executive Committee (or Focus Area Foursome as appropriate) for guidance.

- User group leaders may be called upon to make formal progress reports at MTAC general sessions.
- User group leaders may enter recommendations into the Resolution Issue Tracking System (RITS) or recommend the formation of a task team or workgroup.

Membership and Participation

Membership is open to all industry or postal users of the USPS product or process, including suppliers who directly service the product/process subject however to the provisions in the paragraph below. Upon approval of the user group by the Executive Committee, the Program Manager will circulate an invitation for membership to all MTAC representatives and to all member associations.

User group members can be MTAC representatives or interested industry personnel who are not representatives to MTAC, provided, however, that no non-member may participate in a user group without prior Executive Committee approval as provided in Section XII of the MTAC Charter. USPS will appoint a suitable number of staff with appropriate skills and expertise necessary to the success of the user group. The USPS user group leader is responsible for arranging suitable staff participation.

Those accepting membership in a user group acknowledge that they will attend user group meetings (in person whenever possible), participate in conference calls, be willing to share their experience and that of their companies, and participate in test or pilot projects.

Committees

The user group may create such committees/sub-groups as it deems productive as long as they do not expand the scope/jurisdiction approved for the user group. Any expansion must be approved by the Executive Committee.

Objectives

User group leaders should ensure that the members understand the goals of the group and should develop a work plan that will accomplish the objectives.

Meetings

User group meetings, conference calls, etc., can be scheduled between or immediately prior to MTAC general sessions, but should be scheduled as needed.

The MTAC Program Manager (202-268-2066) must be informed at least two (2) days in advance of the location and attendees for all meetings planned at USPS headquarters. The USPS user group leader will be responsible for securing a meeting room, arranging for any refreshments, and clearing members through security for any work group meeting held in USPS headquarters.

Interim Reports

The Executive Committee will determine when a status report should be given to the MTAC general session. The Executive Committee members (or Focus Area Foursome as appropriate) should be prepared to provide status updates to the full Leadership Committee at their quarterly meetings.

Termination of the User Group

The leaders of the user group may petition the Executive Committee to terminate the user group if they feel the group is no longer productive. The Executive Committee has sole discretion to terminate a user group.