June 1, 2022

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution - Nationwide Service Performance, Project Number 21-120-R21
(Recommendation # 1)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit
resolution meeting on May 11, 2022, to discuss management's disagreement with Recommendation # 1
as stated in the September 9, 2021, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #1, which reads as
follows from the September 20, 2021, final audit report:

Recommendation 1:
We recommend the **Chief Logistics & Processing Operations Officer & Executive Vice
President and the Chief Retail & Delivery Officer & Executive Vice President**, reemphasize
the need for discussions among local processing, transportation, and delivery management
components to communicate projected volumes and previous day's issues to proactively
manage mail flow operations.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking
systems.

To close the recommendation management has taken the following actions:

The following documents are provided to support closing this recommendation with issuance of the OIG's
audit resolution agreement letter.

1) IOP Scorecard KPI & Goals. Also, the expected IOP Cadence which concisely outlines the
   communication flow between CRDO & CLPO and vice versa at all levels of the organization.
2) A sample of the <u>daily</u> CRDO / CLPO MAQPAQ Scorecard
3) A sample of the <u>daily</u> CRDO / CLPO IOP Scorecard

Target Implementation Date: 7/31/2022

Responsible Official: Chief Logistics & Processing Operations Officer - and - Chief Retail & Delivery
Operations Officer

Sincerely,

E-SIGNED by Isaac.S Cronkhite
on 2022-06-01 13:26:54 CDT

Isaac Cronkhite
Chief Logistics & Processing Officer

E-SIGNED by Joshua.D Colin
on 2022-06-01 14:04:39 CDT

Joshua Colin Ph.D
Chief Retail & Delivery Operations Officer

cc: Corporate Audit & Response Management