

JEFFREY C. JOHNSON  
VICE PRESIDENT  
ENTERPRISE ANALYTICS



August 18, 2022

JOHN CIHOTI  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Nationwide Service Performance, Project Number 21-120-R21  
(Recommendations #2)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting to discuss management's disagreement with Recommendation #2 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 #2, which read as follows from the September 20, 2021, final audit report:

**Recommendation 2:**

We recommend the **Vice President, Processing & Maintenance Operations**, and the **Vice President, Enterprise Analytics**, investigate and understand root causes for failed mailpieces in "Unable to Assign" category, and work to decrease and maintain the total number of mailpieces in this category to under 10 percent of total failures.

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

To close the recommendation management agrees to take the following actions:

Management will continue to investigate and document improvements to reduce "unable to assign" and monitor for a period of 7 months to see if changes are needed to the business rules.

Documentation is provided to support management's request to close this recommendation with issuance of the OIG's audit resolution letter.

**Target Implementation Date:** 09/30/2022

**Responsible Official:** Vice President, Enterprise Analytics

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey C. Johnson", written over a horizontal line.

Jeffrey C. Johnson  
Vice President, Enterprise Analytics

cc: [CARMManager@usps.gov](mailto:CARMManager@usps.gov)