



February 16, 2023

JEANNETTE Y. GRANT  
ACTING MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: *Audit Resolution – Improving Service Performance and Mail Processing Efficiencies at Historically Low Performing Facilities (Report Number 21-243-R22) –Recommendation 5*

We agree with the actions the U.S. Postal Service will take to address recommendation 5 in the subject report, along with the target implementation date, as described in the related January 27, 2023, memorandum from the Vice President, Organization Development. We agree to change recommendation 5 from “Disagree” to “Agree” in our Audit Projects Module.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or comments please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in blue ink that reads "John E. Cihota".

John E. Cihota  
Director, Audit Services