

VICE PRESIDENT, DELIVERY OPERATIONS
HEADQUARTERS



October 5, 2023

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Service Performance During the Fiscal Year 2023 Peak Mailing Season, Audit Number 23-025-R23 (Recommendation 1)

Representatives of the Office of the Inspector General (OIG) and USPS management met on August 16, 2022, to discuss management's disagreement with recommendation number 1 as stated in the June 30, 2023, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation number 1, which reads as follows from the July 13, 2023, final audit report:

Recommendation #1

We recommend the Vice President Delivery Operations develop measurable targets to address increases in customer inquiries during peak season.

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

To close these recommendations, management agrees to take the following actions:

As part of the Learn and Grow initiative to manage C360 service requests, management will implement a process to respond to inquiries within three business days. Additionally, opportunity locations will be discussed on daily cadences with the Command Center during Peak season. We will focus on utilizing our key operational performance indicators, in conjunction with Customer Experience data, to identify offices and delivery routes where management attention is needed as early as possible. This process will continue to be refined as opportunities develop.

Target Implementation Date: 04/26/2024

Responsible Official: Vice President, Delivery Operations

E-SIGNED by ANGELA.H CURTIS
on 2023-10-06 07:13:24 EDT

Angela H. Curtis
Vice President, Delivery Operations

cc: Corporate Audit & Response Management