

OFFICE

UNIT

ZIP

DATE OF REVIEW

SCORE

DATE OF EXIT CONFERENCE

UNIT LAYOUT, EQUIPMENT UTILIZATION & MAINTENANCE				
DOCK AREA AND UNIT LAYOUT		YES	NO	NA
1	Are both the dock and workroom floor layouts efficient?			
	SUBTOTAL	0	0	0
GENERAL HOUSEKEEPING / SAFETY		YES	NO	NA
	Are the following items and areas in the office clean and free of safety hazards?			
2	Is this unit free of hazardous conditions?			
	SUBTOTAL	0	0	0
DELIVERY		YES	NO	NA
3	Are the carrier cases arranged in the U-shape layout?			
4	Is the supervisor work station located for clear observation of the city letter carriers?			
5	Is the hot case easily identified and properly located?			
6	Are the throw back cases properly located?			
7	Is there a designated location for CFS mail?			
8	Is a current route information placard posted at carrier cases?			
9	Do routes use the most efficient equipment to facilitate strap out and loading of mail? (e.g. u-cart, gurneys, trays, tubs)			
10	Has the unit minimized casing equipment on all routes?			
11	Are carrier cases equipped with 1/4 foot measuring tape?			
12	Are flat containers available at carrier cases?			
13	Are carriers case drawers clean and free of extraneous matter?			
	SUBTOTAL	0	0	0
MAIL DISTRIBUTION & MAILFLOWS				
RECEIPT OF MAIL FROM THE PLANT		YES	NO	NA
14	Are the actual arrival times consistent with the scheduled arrival times?			
15	Does current mail volume received match mail arrival profile?			
	SUBTOTAL	0	0	0
MAIL PREPARATION		YES	NO	NA
16	Is 80% of the a.m. caseable mail at the carrier's case when carriers report?			
17	Is final distribution received in delivery timely to allow supervisors to assess workload and for carriers to meet leaving times?			
	SUBTOTAL	0	0	0
COLOR CODING		YES	NO	NA
18	Is the color coding integrity of standard mail maintained throughout the unit?			
	SUBTOTAL	0	0	0
MAIL FLOWS		YES	NO	NA
19	Is the mail flow from the dock through the facility and the carrier unit efficient?			
	SUBTOTAL	0	0	0

DELIVERY OPERATIONS - ALLIED FUNCTIONS

ACCOUNTABLES - Line 14		YES	NO	NA
20	Is the time per route used for accountable mail six minutes or less or if additional time is used, is it justified? (am & pm)			
SUBTOTAL		0	0	0
WITHDRAWAL OF MAIL - Line 15		YES	NO	NA
21	Are carrier withdrawals authorized and kept to a minimum?			
22	Is withdrawal time five minutes or less in this unit or if additional time is used, is it justified?			
23	Is a procedure in place to ensure all carriers are clearing the hot case when leaving for the street.			
SUBTOTAL		0	0	0
OFFICE BREAK (WHEN APPLICABLE) - Line 18		YES	NO	NA
24	Are all breaks within the specified time limitation?			
SUBTOTAL		0	0	0
VEHICLE INSPECTION - Line 19		YES	NO	NA
25	Are vehicle inspections completed within the 3 minute base minimum time or if additional time is used, is it justified?			
SUBTOTAL		0	0	0
THROWBACK CASE - Line 21		YES	NO	NA
26	Is the mail left at the throwback case properly processed and dispatched daily?			
SUBTOTAL		0	0	0
OFFICE PERFORMANCE				
DELIVERY MANAGEMENT				
OFFICE OPERATING PLAN & SUPERVISOR SOP		YES	NO	NA
27	Is the UNIT OPERATING PLAN / SOP followed by local management?			
SUBTOTAL		0	0	0
BEFORE CARRIERS REPORT		YES	NO	NA
28	Are the carrier start times based on mail arrival?			
29	Are all timekeeping corrections immediately downloaded to DOIS?			
30	Does the supervisor resolve all errors from the Clockring Discrepancy Report so the data can be migrated back to DOIS?			
31	Does a supervisor(s) report early enough to measure and record all available caseable mail prior to the first carrier reporting?			
32	Is EOR transferred after manual volume count?			
33	When absences are reported is a PS 3971 generated in DOIS?			
34	Is a daily workhour / workload / plan in place for today?			
SUBTOTAL		0	0	0

VOLUME RECORDING (PCRS)		YES	NO	NA
35	Does the unit have a current copy of MI PO-610-2000-1, Piece Count Recording System (PCRS)?			
36	Is volume recorded accurately by route?			
37	Is the unit using a DCD or other hand held device for volume recording?			
38	Was the DCD uploaded to DOIS before carriers began leaving for the street?			
39	Is PCRS and/or EOR download volume entered early enough to allow for effective decisions on routes?			
40	If there are sets recorded are they in the right column?			
41	Has any curtailed or delayed mail been rolled in from the previous day?			
42	Are curtailed / delayed volumes identified and recorded properly?			
43	Is there a contingency plan for EOR download failure?			
	SUBTOTAL	0	0	0
OVERTIME / AUXILIARY ASSISTANCE		YES	NO	NA
44	Is the use of overtime / auxiliary assistance properly managed?			
45	Have carriers been correctly assigned in DOIS?			
46	Is penalty overtime monitored and controlled?			
	SUBTOTAL	0	0	0
ATTENDANCE CONTROL		YES	NO	NA
47	Does the unit administer an effective attendance control program?			
	SUBTOTAL	0	0	0
FORMS ANALYSIS & ROUTE MANAGEMENT		YES	NO	NA
	Are the following management control forms completed accurately, analyzed & filed?:			
48	PS FORM 3997 DOIS Daily Assignments			
49	"PS FORM 3996"			
50	"PS FORM 1571"			
51	"DOIS Route/Carrier Daily Performance/Analysis Report"			
52	"PS FORMs 1017 A & B"			
53	Is PS Form 3930 filled out completely and correctly?			
54	Is the automated 271g program reviewed weekly?			
	SUBTOTAL	0	0	0
CITY CARRIER				
CITY CARRIER SOP		YES	NO	NA
55	Is the SOP / FLOW CHART followed by the carriers?			
	SUBTOTAL	0	0	0
CARRIER ROUTE BOOK		YES	NO	NA
	Does the carrier route book contain a current?:			
56	Does each route have a PS 1564A generated from DOIS?			
57	Is the 1564A accurate as to authorized lunch times, break and lunch locations and vehicle information?			
	SUBTOTAL	0	0	0
CARRIER REPORTING		YES	NO	NA
58	Are letter carriers reporting for duty as scheduled and clocking in properly?			
	SUBTOTAL	0	0	0

CARRIER AM OFFICE PROCEDURES		YES	NO	NA
59	Do carriers begin casing mail immediately upon arriving at the case?			
60	Do carriers case the proper type of mail first according to the SOP / FLOW CHART?			
61	Are letter carriers casing letters and flats efficiently?			
62	Are all letter carriers quiet and diligent?			
63	Are times spent by carriers away from cases necessary and productive?			
64	Do carriers prepare UBBM bundles as outlined in the instructions in carrier route book?			
65	Is all undelivered mail left at carrier cases marked and identified by the carrier? e.g. hold mail, 10-day MLNA, etc.			
66	Has all waiting time been eliminated?			
67	Do carriers properly notify management when they determine they will be unable to complete the route as scheduled?			
68	Do carriers leave for the street as scheduled / projected?			
69	Do carriers clock out properly prior to loading?			
SUBTOTAL		0	0	0
HANDLING SEQUENCED AND DETACHED MAILINGS				
		YES	NO	NA
70	Do all sequenced flat mailings go directly to the street on curblines routes?			
71	Is simplified addressed mail handled according to national instructions on all types of city routes?			
SUBTOTAL		0	0	0
CARRIER PM OFFICE PROCEDURES				
		YES	NO	NA
72	Are carriers properly supervised during entire p.m. office period?			
SUBTOTAL		0	0	0
STREET PERFORMANCE				
STREET MANAGEMENT		YES	NO	NA
73	Is there a folder / binder / file for each route which includes a current PS Form 3999?:			
74	Does this unit perform daily, effective street management?			
SUBTOTAL		0	0	0
MANAGED SERVICE POINTS (MSP) - IMPLEMENTATION				
		YES	NO	NA
75	Have BASE Miles been entered on all routes assigned a postal owned or leased vehicle?			
76	Has the unit installed all of the MSP labels?			
77	Are the Hot Case MSP barcode labels located properly for carrier scanning?			
78	Are the DEPART FOR ROUTE and RETURN FROM ROUTE MSP barcode labels properly located for carrier scanning?			
79	Is the vehicle MSP barcode label properly installed in all postal owned and/or leased vehicles?			
80	Have all invalid/damaged MSP barcode labels been replaced with new barcode labels?			
SUBTOTAL		0	0	0

MANAGED SERVICE POINTS (MSP) - PROCESS		YES	NO	NA
81	From the MSP Overview report, for last week, are all city routes scanning at least 95% of assigned scan points?			
82	From the MSP Overview report, for last week, are all city routes entering mileage daily?			
83	From the MSP Overview report, for last week, are all city routes within authorized daily mileage tolerance?			
84	Are the carriers scanning in proper sequence?			
85	Has local management eliminated all manual entry scans?			
86	Do local managers properly utilize MSP reports on a daily basis?			
87	Do local managers take and document corrective action on MSP performance irregularities?			
88	Is MSP utilized to effectively manage carrier street times and consistent delivery?			
SUBTOTAL		0	0	0
ROUTE LAYOUT				
		YES	NO	NA
89	On park & loop routes, are the number of park points 5 or less?			
SUBTOTAL		0	0	0
VEHICLE ASSIGNMENTS				
		YES	NO	NA
90	Is the average daily mileage for each route within tolerance of base mileage?			
SUBTOTAL		0	0	0
CITY CARRIER				
PARK POINTS				
		YES	NO	NA
91	Are the number of deliveries per relay maximized?			
SUBTOTAL		0	0	0
DELIVERY OF MAIL				
		YES	NO	NA
92	On park and loop and foot routes is all mail ready for deposit when approaching receptacle? (Fingering mail)			
93	Are carriers taking obvious shortcuts?			
94	Do carriers minimize arm movements to the box on curblines deliveries?			
95	Are routes delivered in the authorized sequence of delivery?			
SUBTOTAL		0	0	0
LUNCH AND BREAKS				
		YES	NO	NA
96	Are designated lunch locations closest to delivery patterns and the break(s) on the line of travel?			
97	Have these locations been approved, listed on PS Form 1564A & initialed by management?			
SUBTOTAL		0	0	0
DELIVERY POINT SEQUENCING				
STATION INPUT				
		YES	NO	NA
98	Is there an effective system in place for entering COA's, Hold Mail, etc. on a daily basis?			
99	Are all addresses tagged as Multipoint Delivery approved by local management, kept to a minimum and documented?			
SUBTOTAL		0	0	0
DPS SUPPORT				
		YES	NO	NA
100	Is DPS mail staged for carriers to pick up on the way to load?			

101	Is there an effective process to identify, analyze, minimize DPS mail returned from the street?			
SUBTOTAL		0	0	0
VOLUME		YES	NO	NA
102	Is automation compatible mail being returned to the plant for upgrade to DPS without being delayed?			
103	Do the pieces per route or DPS percentage meet / exceed the current objective?			
SUBTOTAL		0	0	0
CARRIER PROCEDURES				
OFFICE / STREET		YES	NO	NA
104	Do carriers handle Multi-point and S999 mail efficiently?			
105	On park and loop and foot routes are carriers handling sequenced / unaddressed flats per national instructions?			
106	Are all DPS routes set up on the 5 shelf VFC DPS work method unless an approved exception has been made?			
107	Do carriers take DPS mail from the staging area directly to their vehicle?			
SUBTOTAL		0	0	0
COLLECTIONS				
CORRELATION OF COLLECTION SCHEDULES		YES	NO	NA
108	Does the CBMS report correlate with the collection box labels, schedules and 1564As?			
SUBTOTAL		0	0	0
COLLECTION VOLUMES - CULLING OPERATION		YES	NO	NA
109	Do all delivery routes return in time for the collection mail to make the Advanced Collection Dispatch to the processing facility?			
110	Are there procedures in place to transport collection mail to plant when last scheduled transportation leaves prior to the return of all carriers?			
111	Is all of the collection mail culled appropriately (per Cluster requirements) utilizing proper equipment?			
112	Are priority mail breakdowns in compliance with current Aviation Security instructions?			
SUBTOTAL		0	0	0
COLLECTION BOX MANAGEMENT SYSTEM (CBMS)		YES	NO	NA
113	Is the CBMS Inventory Report being updated when necessary and forwarded to the district office in a timely manner?			
114	Are the CBMS manuals available for reference?			
115	Is the CBMS-R Exception Report being generated daily upon the collector's return to the office?			
116	Are the Exceptions list on the CBMS-R Exception Report pertaining to missed/early collected boxes cleared each day?			
SUBTOTAL		0	0	0

VEHICLE UTILIZATION & MAINTENANCE

VEHICLE MAINTENANCE		YES	NO	NA
117	Is the VMF / local maintenance contractor effective in supporting this delivery unit?			
	SUBTOTAL	0	0	0
AUTOMATED VEHICLE UTILIZATION SYSTEM (AVUS)		YES	NO	NA
118	Is the unit base data accurate?			
119	Are the AVUS reports reviewed daily to verify all miles are authorized and / or within established guidelines?			
	SUBTOTAL	0	0	0
AMS				
CLASS		YES	NO	NA
120	Are CLASS labels installed, current, unaltered and free of handwritten changes on all routes?			
121	Do the CLASS labels match each route's authorized line of travel?			
	SUBTOTAL	0	0	0
		YES	NO	NA
122	Are changes reported to AMS in a timely manner? (Red Book to AMS or EES)			
	SUBTOTAL	0	0	0
GROWTH MANAGEMENT		YES	NO	NA
123	Have delivery boundaries been established between rural and city delivery and between inter-zips?			
124	Does the unit maximize the use of "centralized delivery" for new deliveries?			
	SUBTOTAL	0	0	0
PERFORMANCE MANAGEMENT				
DELIVERY UNIT COMPUTER (DUC)		YES	NO	NA
125	Is the delivery unit computer (DUC) located on the work room floor?			
	SUBTOTAL	0	0	0
UNIT AND ROUTE BASE INFORMATION		YES	NO	NA
126	Have Base Parcels been entered in DOIS for each route?			
127	Have acceptable carrier office performance expectations been developed and updated in DOIS? (% to standard)			
128	Have current Base Miles been entered in DOIS / AVUS for each route?			
129	If Fixed Office Time exceeds 28/38 minutes on any route, has it been reviewed and approved as necessary by Operations Support?			
130	Have carrier street expectations been developed from PS Form 3999, Route Review, Route Insp., etc. and updated in DOIS?			
131	Are Base Schedules in DOIS current and correct?			
	SUBTOTAL	0	0	0

DELIVERY OPERATIONS INFORMATION SYSTEM (DOIS)		YES	NO	NA
132	Are A.M. supervisors logging on to DOIS as soon as they arrive in the delivery unit?			
133	Are unscheduled vacancies recorded in DOIS as they occur?			
134	Are variances identified in the Route/Carrier Daily Performance/Analysis Report discussed with the carrier(s) daily?			
135	Does the supervisor(s) properly respond to any undertime / overtime identified in the Workload Status window within 15 minutes of the last receipt of mail ?			
136	Are carriers notified of their route's projected leave time well enough in advance to allow for identified pivoting opportunities?			
137	When overtime / auxiliary assistance is requested, are decisions made based upon information in the Workload Status Report?			
138	When pivots are made, is the proximity indicator used in the decision making process?			
139	Are exceptions to overtime offered, recorded within DOIS?			
140	Do the supervisor(s) use the Performance Reports available in DOIS when discussing performance issues with carriers in the unit?			
141	Does the supervisor verify the actual hours for each day of the service week on the Unit Daily Performance Report?			
142	Does the supervisor compare actual LDC hours to the projected LDC hours on the Unit Daily Performance Report?			
143	Does the supervisor examine mail volume information from this report?			
SUBTOTAL		0	0	0
CUSTOMER SERVICE DAILY REPORTING SYSTEM (CSDRS)		YES	NO	NA
144	Does this unit report CSDRS information daily?			
145	Does this unit report CSDRS by the required time daily?			
146	Is the CSDRS data accurate?			
147	Is CSDRS information reviewed by the office manager for accuracy prior to upload to the district?			
SUBTOTAL		0	0	0
BUDGET & PRODUCTIVITY		YES	NO	NA
148	YTD, is Office % to standard less than 100% or better than SPLY?			
149	YTD, is SEI greater than SPLY?			
SUBTOTAL		0	0	0
STAFFING & COMPLEMENT		YES	NO	NA
150	Was a delivery staffing analysis done in the last 12 months?			
151	Are all authorized bargaining and non-bargaining positions staffed?			
152	Has the weekly budget been spread in DOIS by hours, volume and possible deliveries?			
SUBTOTAL		0	0	0

SCHEDULING		YES	NO	NA
153	Does this unit have a Pivoting Plan for unscheduled absences and for low volume periods?			
154	Does the unit schedule for anticipated fluctuations of volume (3930)?			
155	Does the plan work load & scheduled office times lead to acceptable productivity?			
SUBTOTAL		0	0	0
CONFIRMATION SERVICES				
COMMUNICATIONS		YES	NO	NA
156	Is the Unit achieving at least 98% scan rate for the previous Accounting Period for Priority Mail with Confirmation Services?			
SUBTOTAL		0	0	0
EQUIPMENT		YES	NO	NA
157	Are the MDCDs setup properly with unit station information, ZIP Code, Route ID, Employee ID?			
SUBTOTAL		0	0	0
PROCESS		YES	NO	NA
158	Are all delivery employees taking MDCD scanners to the street daily?			
159	Does the unit use the IIMS report to identify and correct performance issues?			
160	Does the unit send properly completed (faced, free of tape / staples and filled out completely) PS Forms 3849 to CFS daily?			
SUBTOTAL		0	0	0
UNIT TESTING		YES	NO	NA
161	Does the unit perform internal testing on a minimum of 10% of their routes at least weekly?			
162	Are there written records of all corrective actions initiated as a result of Confirmation Service testing?			
SUBTOTAL		0	0	0

Grand Totals

Total Questions = 162

YES	NO	NA
0	0	0

0%	0%	0%
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