NAPS Consultative Meeting
Agenda Items
Held June 14, 2017 at USPS HQ

USPS Headquarters
Bruce Nicholson, USPS Labor Relations
Phong Quang, USPS Labor Relations

**National Association of Postal Supervisors**
Ivan Butts, NAPS Executive VP
Tim Ford, NAPS Chairman of the Board (via telecon)

0517-01.   NAPS members have concerns that when setting up the Monthly ReadyPost Cycle Count in RSS there are five choices for Retail Count Types. "Selected Retail Products (Spot audits/ Cycle counts) is the default and can be used for all types of counts. The other selections offer the advantage of pre-populating the items numbers. There is, however, the disadvantage that if you accidentally or unknowingly select any of the other selections the screen offers all specified items in stock and the opportunity to enter the count for all these items. If no entry is made for any of the pre-populated items, the inventory defaults to zero. This results in all items not specifically counted will be reset to zero.

NAPS is proposing that this selection is left as the only selection. If this is not practical, then perhaps a pop-up window reminding the operator of the consequences any of the other selections.

5. ***Selected Retail Products (Spot audits/Cycle counts)*** is highlighted, touch ***Select***

Note: DO NOT select "Packaging Products." "Packaging Products" is used only when completing a full audit of every ReadyPost item in the office. It is pre-populated with zeroes. Therefore, a quantity must be entered on every line, or a zero will be erroneously reported.
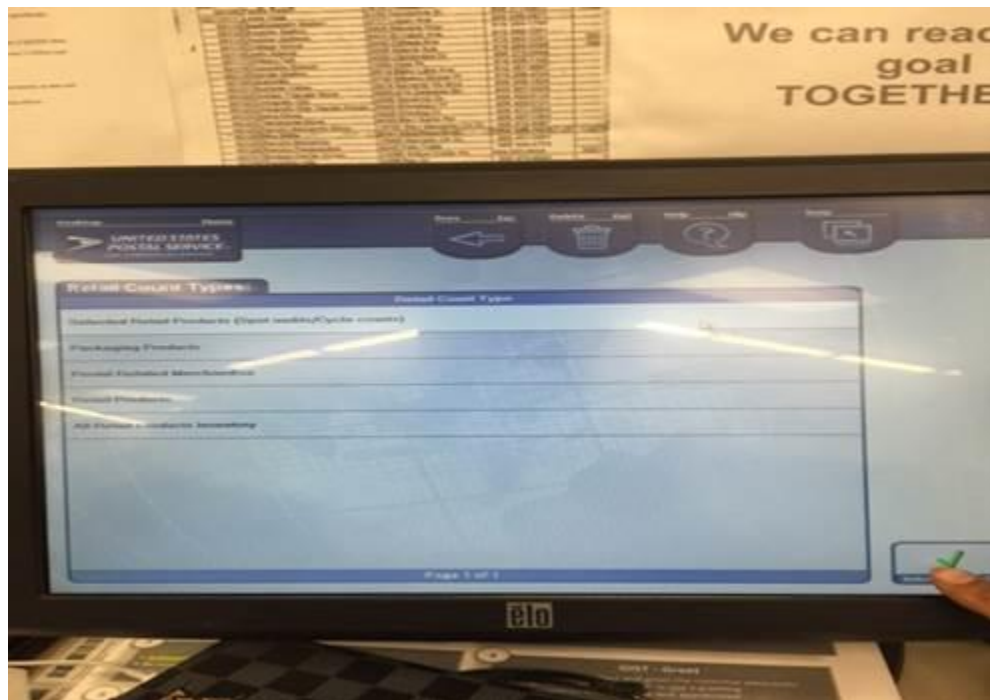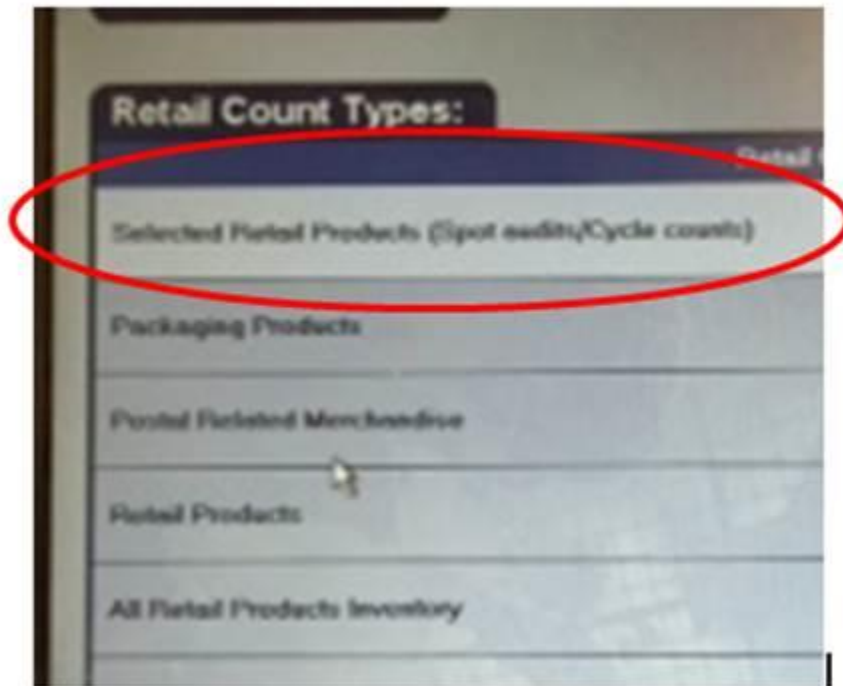
Response: The Postal Service recognizes NAPS's concerns regarding the ReadyPost cycle count in RSS and is considering the request. Retail Operations will conduct analyses to determine costs for any necessary system enhancements and we will inform NAPS once final determinations are made. This should take several months.

0517-02.   NAPS is requesting an update on the current status of NPA FY17.

How many EAS are currently achieving a cell block 4?

What initiatives have been put in place for the remainder of FY2017 to assist EAS in achieving their respective FY17 NPA Targets and Indicators that will provide for a final FY2017 NPA payout of Cell 4 or higher?

Response: Provided NAPS with April 2017 NPA data.

All EAS employees should be receiving a daily update of NPA performance by email from the Manager (A), Performance and Field Operations Support titled, **Lead to Win**. This daily message shares current NPA performance data and is designed to educate, share success stories and motivate individuals to improve the NPA metrics. The success stories connect our front line supervisors with other resources and add value to NPA performance. It also provides a Continuous Improvement A3 process worksheet which provides management with the tool to eliminate waste/bad practices to better improve performance and ultimately, improve the NPA targets and indicators.

0517-03.   NAPS has been made aware that clerks are being awarded NTE 2 year details to EAS-19 Supervisory positions as part of the settlement in Case No. Q10C-Q-C14011344.

NAPS contends that these types of assignment are not in accordance with 39 U.S. Code § 1004, which states;

(a)It shall be the policy of the Postal Service to provide compensation, working conditions, and career opportunities that will assure the attraction and retention of qualified and capable supervisory and other managerial personnel;

NAPS does not find that the assigning of craft employees to EAS-19 NTE 2 year detail assignments are a fulfillment of this provision of Law.

NAPS is requesting that these upward mobility Leadership positions be filled by qualified current EAS, who are performing such duties.

NAPS is also concerned and would like a brief on how these details are in accordance with APWU MOU 375.2.D;

> D) In order to ensure the orderly establishment of the new Lead Clerk position, the Employer will have 1 year from the signing of this memorandum to develop the Lead Clerk senior qualified job descriptions and any training program that may be necessary, post and fill the positions and complete any other relevant activities. During year 2 of this agreement, the parties will jointly agree upon a procedure to be used to review the effectiveness of the newly established position. At the end of year 2, the parties will meet to apply the review procedure with the expectation that the number of work hours utilized for 204-B activities will be reduced or eliminated in those work units with a Lead Clerk position. Additional reviews will be conducted by the parties at the end of years 3 and 4 of this agreement. ***Not later than June 1, 2012, the Employer will eliminate the usage of 204-B's except in the absence or vacancy of a supervisor for 14 days or more. The usage of a 204-B in this exception is normally limited to no more than 90 days. (Emphasis Added)***

Response: The Postal Service disagrees with NAPS's assertion that selection of employees to the supervisory EAS-19 NTE jobs at the SRT is not in "fulfillment" of Title 39 U.S. Code § 1004(a). These are NTE detail assignments, not career positions. Furthermore, of the 25 posted AD-HOC positions, there have been 19 EAS and 1 bargaining employee selected for the 25 posted AD-HOC positions. The one bargaining unit employee was deemed the best qualified applicant due to being assigned supervisory duties at the SRT for the past 3 years.

Arbitrator Stephen B. Goldberg's National Arbitration Award, issued on December 8, 2016 did not direct the Postal Service to establish and award supervisory positions to the Clerk Craft. The Postal Service has corresponded with NAPS on this issue previously in multiple forums such as The April 2017 consultative meeting.

0517-04.   NAPS has been made aware on April 7, 2017, that;

Postal perceptions - Customer surveys revised to gather better info
April 7 at noon

Postal Service employees will see changes in several customer experience surveys beginning this month.

To better identify what matters most to its customers, **USPS is standardizing the first three questions in the following surveys**:

- Retail point of sale
- Delivery
- Customer Care Center

- Business Services Network
- Enterprise customer care
- *usps.com*
- Business Mail Entry Unit

One of the standard questions in these surveys will ask: "How likely are you to recommend the USPS to a friend or colleague?"

This question will be used to calculate **the Net Promoter Score**, **an alternative measure of customer loyalty** used by more than two-thirds of Fortune 1000 companies.

Feedback from the revised surveys will be evaluated to improve the overall customer experience survey program starting in fiscal 2018, which begins Oct. 1.

The update also aims to simplify surveys and increase response rates.

<mark>**There will be no changes to the current National Performance Assessment**</mark>, an online system that collects metrics across the organization.

USPS is encouraging employees to continue promoting the importance of completed customer experience surveys.

Employees with questions can send an email to *research@usps.gov*.

The USPS has stated the following: "There will be no changes to the current National Performance Assessment." However, NAPS is requesting clarification as to how this respective NPA Indicator is actually calculated for an NPA score if changing the some of the FY2017 customer survey questions won't change the NPA.

Response: NAPS was provided notice regarding changes to the customer surveys on April 10, 2017. The questions used to calculate the Customer Insights Composite score were not changed. Data as a result of the changes will be collected so it can be analyzed as part of the NPA planning process for FY2018.

0617-01.　　After consultations with NAPS in accordance with Title 39 Section 1004.d, effective September 3, 2016, the USPS issued an updated SDA table which included Occupation Code 2315-0087.

NAPS has since been made aware that these Occupation Codes that are directly supervising craft employees are not being afforded code 35 extra hours for work hours beyond eight on a scheduled day and any work hours on a non-scheduled day.

These EAS are working at a higher level and being paid the same as the lower level EAS working in an Occupation Code listed on the SDA. However, the lower level EAS on the SDA are afforded code 35 extra hours under the FLSA Special Exempt category.

NAPS is requesting that all Occupation Codes listed on the Occupation Codes Eligible for the Supervisor Differential Adjustment (SDA) Effective September 03, 2016 (PP19-2016) be coded as FLSA Special Exempt EAS. Paying code 35 extra hours for all work hours worked beyond 8 hours on a scheduled day and for all hours worked on non-scheduled days.

Response: ELM 434.143 provides policy for additional pay for FLSA-Exempt employees. Only FLSA Special Exempt employees in EAS-18 positons and below are eligible for additional pay outside of the designated Christmas period.

This request should be submitted as part of pay consultations per Title 39 § 1004 (e) rather than during a consultative meeting.

432.112 Nonbargaining Unit Employees

Nonbargaining unit employees are categorized as follows:

a. *Full-time salaried* — one of the following categories of salaried employees employed according to procedures established by the Postal Service:

1. *Exempt salaried* — career employees who are exempt from the FLSA provisions, are not limited to working a specified number of hours in a service week, and are expected to work or have excused leave for at least 40 hours per week fulfilling the responsibilities of their positions.

2. *Special Exempt* — career employees who are exempt from the Fair Labor Standards Act (FLSA) provisions, whose permanent assignments are to Executive and Administrative Schedule (EAS)–15 through –18 positions, and who directly supervise two or more equivalent bargaining unit employees in production operations.

434.143 Eligible for FLSA–Exempt EAS Additional Pay

FLSA special exempt employees in EAS–18 positions and below are eligible for EAS additional pay if authorized to work over 8.5 hours on a scheduled day or any hours on a nonscheduled day, even while on a temporary assignment such as to an OIC position. When authorized work exceeds 8.5 hours on a scheduled day, EAS additional pay is received for the first half hour as well as for the authorized work over 8.5 hours. Regular FLSA–exempt employees in EAS–23 positions and below positions except postmasters and officers–in–charge are eligible during the designated Christmas period provided they are authorized to work over 8.5 hours on a scheduled day or any hours on a nonscheduled day and the additional hours are spent directly supervising bargaining unit employees in mail processing or delivery functions.

0617-02. NAPS has been made aware of an external posting for an EAS-17 Field Sales Representative. NAPS is taking this position in light of the facts given by David Williams, COO, who has stated that we (USPS) are using non-Form 50 EAS (204-B) work hours to the level of 5,000 Full-Time Equivalent EAS.

NAPS is concerned that the USPS does not have a policy or process that it is using to mentor, develop and *promote* employees from within the ranks of craft employees or in this case mentor, develop, cross-train and *promote* from the ranks of Form 50 EAS.

NAPS does have concerns if this posting was made internally before posting externally. However, NAPS has a greater concern with the lack of a mentoring and developing process that produces cross functional training that can result in job cross movement or promotions.

Response: Sales positions are only posted external once the selecting official deems there were no qualified applicants from internal postings. The sample posting provided by NAPS was posted internally on 3/14/17 and closed on 3/29/17, with no qualified selection.

As for NAPS's concern with the lack of mentoring, cross training, and development process, the Postal Service provides numerous programs and avenues for employee development. For example, the EAS Leadership Development (ELD) program is the Postal Service's structured approach for developing future leaders for key managerial positions in each District. ELD is based on the Managerial Competency Model and the Functional/Technical Pools which target development for similar EAS jobs in the different field functions. The Postal Service also offers Career Conferences in every District. These conferences allow employees seeking guidance in furthering their careers with an

opportunity to attend workshops, network with different Postal Service leaders and their staff, and listen to senior leadership provide informative career advice. Employees looking for cross functional training can also ask for detail opportunities.