



September 30, 2021

JOSEPH WOLSKI  
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Mail Operations at the West Valley, AZ, Processing and Distribution Center (21-166-R21) Rec 4

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on July 12, 2021, to discuss management's disagreement with recommendation number 4 as stated in the July 21, 2021 management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation 4 which reads as follows from the July 13, 2021 audit report:

**Recommendation #4:**

We recommend the **Western Division Director, Processing Operations**, develop a plan to assist plant management with understanding how delayed inventory is calculated and how to analyze the Mail Condition Visualization data to identify causes for delayed inventory.

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

In order to close the recommendation #4 management has agreed to take the following actions:

Management agrees with this recommendation. We will use the MCV information deck to train all managerial operations and in-plant support team members to ensure the entire staff is well-versed on MCV and the operational impacts. We are currently in the process of interviewing for six EAS vacancies. Training will commence after the final selections.

**Target Implementation Date:** 10/9/2021

**Responsible Official:** Senior MDO & MIPS – Phoenix West Valley P&DC

Sincerely,  
**Felipe  
Flores**

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Felipe Flores  
Date: 2021.09.30  
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Felipe Flores  
Senior Director, Division Processing Operations  
USPS Western Division