



February 24, 2021

JOSEPH WOLSKI  
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – *Assessing Postal Service Employee Engagement Activities*  
[HR-AR-17-013](#), Recommendation #1

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on February 10, 2021, to discuss management's disagreement with Recommendation #1 as stated in the August 30, 2017, management response in the subject audit report.

The original recommendation is listed below from the September 21, 2017 audit report:

**Recommendation #1:** We recommend the Chief Human Resources Officer and Executive Vice President: Require managers and supervisors to create action plans to address Postal Pulse Survey results and implement a process to monitor and assess progress on the activities identified in action plans.

In the meeting on February 10, 2021, between the OIG and Postal management, the OIG proposed an alternative action to satisfy Recommendation #1 listed above:

**Alternative Action:** Management encourage managers and supervisors, to document their action plans and spotlight/highlight successful action plans through employee communication tools, such as USPS NEWS Link, Postal Bulletins, etc.

Management agrees with this alternative recommendation as it aligns with the practices we've had in place since the inception of the Postal Pulse survey in 2016.

We affirm that we will continue to strongly encourage and support Postal managers to use all available tools to increase engagement in their respective offices, including the Action Planning process. Enclosed you will find Link stories highlighting the encouragement and importance of our Action Planning process over the last several years.

**Target Implementation Date:** Communication plans for action planning were implemented in FY2016 and remains ongoing with each survey administration.

**Responsible Official:** Kelvin Williams, Executive Director, Employee Engagement

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

A handwritten signature in cursive script that reads "Jenny Utterback".

Jenny Utterback