



January 27, 2023

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Improving Service Performance and Mail Processing Efficiencies at Historically Low Performing Facilities, Audit Number 21-243-R22 (Recommendation #5)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on January 24, 2023, to discuss management's disagreement with Recommendation #5 as stated in the July 25, 2022, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #5, which reads as follows from the August 8, 2022, final audit report:

Recommendation 5:

We recommend the **Chief Logistics & Processing Operations Officer** and **Executive Vice President** create a formalized program to track and provide standardized training for any employee at the 10 facilities who assumes a role as an acting manager or supervisor and consider implementing the program nationwide.

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

To close the recommendation management agrees to take the following actions:

Reducing and eliminating the use of acting supervisors is a core strategy in our ability to stabilize the workforce. To reduce the reliance on acting supervisors, the Postal Service is launching to pilot programs.

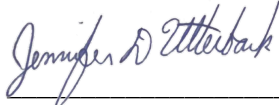
- **Supervisor Apprentice Program.** This program is intended to create pipeline of qualified candidates to fill full-time supervisor positions. The program includes formal classroom training, on-the-job training, practical application of new skills and coaching and mentorship opportunities for prospective supervisors.
- **Relief Supervisors.** These positions are intended to provide operational coverage for vacancies and supervisors out on leave.

Target Implementation Date: 9/30/2023

Responsible Official:

Jennifer D. Utterback
Vice President, Organization Development

Sincerely,



Jennifer D. Utterback
Vice President, Organization Development

cc: CARMManager@usps.gov

S. Storey, Vice President, Human Resources

M. Barber, Vice President, Processing and Maintenance Ops.