

September 27, 2023

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Efficiency of Surface Transfer Centers in the Western Pacific Region, Audit
Number 22-031-R23 (Recommendations #2 & 3)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on August 24, 2023, to discuss management's disagreement with Recommendations # 2 and 3 as stated in the July 6, 2023, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendations #2 and 3, which reads as follows from the July 13, 2023, final audit report:

Recommendation 2:

We recommend the **Vice President, Logistics**, add all contractual Key Performance Indicators to the Surface Transfer Center Report Card.

Recommendation 3:

We recommend the **Vice President, Logistics**, require local Surface Transfer Center officials to submit Postal Service Form 6166 to the supplier and to Headquarters management for increased visibility and decision making when performance targets are not met.

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

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

Regarding Recommendation 2:

Management will provide service talks on how personnel can access the three (3) KPIs not included within the STC Report Card. These talks will also include clarification of language used to reference KPIs.

Target Implementation Date:

11/30/2023

Responsible Official:

Director, Surface Transportation Center

Regarding Recommendation 3:

Management will show evidence of 6166s being readily available to relevant personnel.

Target Implementation Date:

07/31/2024

Responsible Official:

Director, Surface Transportation Center

Sincerely,



Robert Cintron
Vice President, Logistics

cc: CARMManager@usps.gov