

STEPHEN M. DEARING  
VICE PRESIDENT, CHIEF DATA & ANALYTICS OFFICER



October 4, 2024

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Progress Made to Reduce Mail Excluded from Service  
Measurement (Audit Number 23-035-R23) Recommendation 3

Representatives of the Office of the Inspector General (OIG) and USPS management met on October 2, 2024, to discuss management's disagreement with recommendation 3 as stated in the August 30, 2023, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 3 which reads as follows from the September 14, 2023, final audit report:

**Recommendation #3**

We recommend the Vice President (A), Chief Data and Analytics Officer, develop and implement a strategy to track, identify, and record Service Performance Measurement defect codes and root causes.

Upon receipt of the OIG's audit resolution response letter, recommendation 3 will be closed with the designation Closed – Not Implemented and continue showing as "Disagree" in both the OIG's and management's tracking systems. In the meeting, both the OIG and management agreed to this resolution.

Management provided data showing no significant increase in usage of the SPM Exclusions by CRID dashboard that warrants investment to make the recommended changes.

Responsible Official: Vice President, Chief Data & Analytics Officer

Stephen M. Dearing

cc: Corporate Audit & Response Management