

March 26, 2025

BRIAN NEWMAN
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Measuring Performance of Sorting and Delivery Centers
(24-040-R24) - Recommendation 4

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 13, 2024, to discuss the OIG's disagreement with management's action plan for recommendation 4, stated in the September 12, 2024, 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 September 25, 2024, final audit report:

Recommendation #4

We recommend the Chief Retail & Delivery Officer & Executive Vice President, after defining appropriate staffing levels, develop a plan for sorting and delivery centers to maintain the correct number of staff, aligned properly across the various processing tasks, for the Small Delivery Unit Sorter.

The status of the recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems upon receipt of the OIG's audit resolution response letter.

To close this recommendation, management verified staffing levels met the earned complement. The OIG reviewed the documentation submitted and found it sufficiently addressed the intent of the recommendation. Therefore, management requests this recommendation be closed upon issuance of the OIG's audit resolution response letter.

Target Implementation Date: 4/30/2025

Responsible Official: Vice President, Delivery Operations

E-SIGNED by JOHN.S MORGAN
on 2025-03-26 12:55:44 EDT

John Morgan
Vice President, Delivery Operations

cc: Corporate Audit & Response Management