

May 13, 2025

VICTORIA SMITH
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Accuracy of Reported Service Performance (23-168-R24)
Recommendation 4

Representatives of the Office of the Inspector General (OIG) and USPS management met again on May 5, 2025, to discuss the OIG's disagreement with management's action plan for recommendation 4 as stated in the June 21, 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 June 26, 2024, final audit report:

Recommendation #4

We recommend the Vice President, Chief Data and Analytics Officer, only publicize Postal Service tracked and validated metrics.

The status of this 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 agrees to take the following actions:

Management Action: In general, the Postal Service does not share competitive product scores externally. If the Postal Service chooses to disclose competitive product performance scores externally, they should be presented in context of what they represent. Official scores should be properly designated and communicated accordingly, while scores generated from external third parties, generally used in comparison with competitors, should also be referenced in context of what they represent. Based on this direction, management requests the closure of this recommendation with the issuance of the OIG's audit resolution response letter.

Target Implementation Date: 5/31/2025

Responsible Official: Vice President, Chief Data & Analytics Officer

E-SIGNED by Steve.M Dearing
on 2025-05-13 13:47:40 EDT

Stephen Dearing
Vice President, Chief Data & Analytics Officer

cc: Corporate Audit & Response Management