

March 6, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Deferred Maintenance of Postal Service Facilities (25-037-R26) Recommendation 6

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on January 6, 2026, with a follow up meeting on March 5, 2026, to discuss management's disagreement with recommendation 6 as stated in the October 24, 2025, management response in the subject audit report.

As a result of the meeting, an agreement was reached pertaining to recommendation 6 which reads as follows from the November 26, 2025, 2025 final audit report:

Recommendation 6 - We recommend the Vice President, Facilities, in coordination with the Vice President, Retail and Post Office Operations, and the Vice President, Processing Operations, develop a maintenance issue reporting culture through the creation of a communications campaign to raise awareness of prioritizing the reporting of maintenance and safety issues to all employees.

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 implement the Huddle Board process as part of its communication campaign to inform staff on reporting methods, roles, and responsibilities. Management is also in the process of updating the Postal Operations Manual (POM) on roles and responsibilities. Management, therefore, requests closure of recommendation 6 upon issuance of the OIG's audit resolution letter.

Target Implementation Date: 04/30/2026


Responsible Official(s): Senior Vice President, Facilities & Infrastructure; Vice President, Retail and Post Office Operations; and Vice President, Processing Operations

E-SIGNED by BENJAMIN.P KUO
on 2026-03-06 14:24:42 EST

Benjamin Kuo
Senior Vice President, Facilities & Infrastructure

 E-SIGNED by Jennifer.T Vo
on 2026-03-06 15:25:38 EST

Jennifer Vo
Vice President, Retail and Post Office Operations

 E-SIGNED by JASON.R DE CHAMBEAU
on 2026-03-07 11:24:23 EST

Jason DeChambeau
Vice President, Processing Operations,

cc: Corporate Audit & Response Management