

**FY 2010
CORPORATE INDICATORS
TARGET and THRESHOLDS**

INDICATORS		CORPORATE WEIGHTS	Non-Contributor			Contributor						High Contributor			Excep. Contributor			
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1	Priority Mail Service*	10.0%	92.00	92.50	93.00	93.50	94.00	94.50	95.00	95.50	96.00	96.20	96.40	96.60	97.00	97.10	97.20	
	Priority Mail Scan		97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	98.70	98.80	98.90	
2	Parcel Select Service	5.0%	97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	99.00	99.20	99.40	
	Parcel Select Scan		97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	98.70	98.80	98.90	
3	Express Mail Service**	5.0%	96.20	96.30	96.40	96.50	96.60	96.70	96.80	96.90	97.00	97.10	97.20	97.30	97.40	97.50	97.60	
	Express Mail Scan		97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	98.70	98.80	98.90	
4	First-Class Overnight	10.0%	94.25	94.50	95.00	95.25	95.50	96.60	96.64	96.68	96.76	96.84	96.92	97.00	97.10	97.30	97.50	
5	First-Class Two-Day	5.0%	92.25	92.50	93.00	93.25	93.60	94.10	94.20	94.30	94.40	94.50	94.60	94.70	95.10	95.90	96.60	
6	First-Class Three-Five Day***	5.0%	90.75	91.00	91.50	91.75	92.00	92.80	92.90	93.00	93.10	93.30	93.50	93.70	93.90	94.10	94.30	
7	OSHA Illness & Injury Rate	10.0%	8.67	7.60	6.72	5.65	5.45	5.23	5.06	4.87	4.48	4.09	3.70	3.31	2.92	2.53	2.43	
	OSHA I&I Improvement		9.00	6.00	3.00	1.90	0.90	-1.00	-2.30	-4.60	-8.20	-11.20	-14.20	-17.20	-20.20	-23.20	-25.00	
8	VOE Survey Index	10.0%	47.30	50.60	53.90	57.20	60.50	63.80	65.56	67.31	69.07	70.83	72.59	74.34	76.10	77.86	79.61	
	VOE Survey Index %Baseline		-2.0	-1.5	-1.0	-0.5	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0	
9	Total Nat Revenue (% to Plan)****	20.0%	-1.1	-0.9	-0.7	-0.5	-0.3	0.0	0.3	0.5	0.7	1.0	1.5	2.0	2.4	2.8	3.7	
10	TFP (Percent to SPLY)	20.0%	0.2	0.4	0.6	0.8	1.0	1.2	1.4	1.6	1.8	2.0	2.2	2.4	2.7	3.0	3.6	
11	*EEO Complaints Per 100 Employees vs SPLY	0.0%	1.80	1.64	1.48	1.34	1.00	0.85	0.70	0.65	0.60	0.55	0.50	0.35	0.30	0.25	0.20	
		100.0%														BENCHMARK		

*Measured - Not Weighed

* Exclusion Period - December 5, 2009 thru January 1, 2010

** Exclusion Period - Decembe 19, 2009 thru January 1, 2010

*** Exclusion Period - December 5, 2009 thru January 1, 2010

**** FY 2010 Total National Revenue Plan - \$65.9 Billion

**FY 2010
UNIT INDICATORS
TARGET and THRESHOLDS**

INDICATOR NUMBER	INDICATORS	Non-Contributor			Contributor						High Contributor			Excep.Contributor		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	Priority Mail Service	92.00	92.50	93.00	93.50	94.00	94.50	95.00	95.50	96.00	96.20	96.40	96.60	97.00	97.10	97.20
	Priority Mail Scan	97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	98.70	98.80	98.90
3	First-Class Overnight	94.25	94.50	95.00	95.25	95.50	96.60	96.64	96.68	96.76	96.84	96.92	97.00	97.10	97.30	97.50
4	First-Class 2-Day	92.25	92.50	93.00	93.25	93.60	94.10	94.20	94.30	94.40	94.50	94.60	94.70	95.10	95.90	96.60
5	First-Class 3-5 Days	90.75	91.00	91.50	91.75	92.00	92.80	92.90	93.00	93.10	93.30	93.50	93.70	93.90	94.10	94.30
6	Delcon Retail Surface Parcels	70.0	75.0	80.0	85.0	87.5	90.0	90.7	91.5	92.5	93.5	94.5	95.5	96.5	97.5	98.0
7	Equipment Availability	91.00	94.00	96.00	98.00	98.50	99.00	99.30	99.60	99.80	99.90	99.95	99.96	99.97	99.98	99.99
8	First Enroute Scan to Delivery	92.5	93.0	93.6	94.0	94.3	95.1	95.8	96.4	96.8	97.0	97.2	97.5	97.8	98.1	98.3
9	International EMS/KPG	96.10	96.20	96.30	96.40	96.50	96.60	96.70	96.80	96.90	97.00	97.10	97.20	97.30	97.40	97.50
10	International EXFC Overnight	94.25	94.50	95.00	95.25	95.50	96.60	96.64	96.68	96.76	96.84	96.92	97.00	97.10	97.30	97.50
11	International EXFC 2-Day	92.25	92.50	93.00	93.25	93.60	94.10	94.20	94.30	94.40	94.50	94.60	94.70	95.10	95.90	96.60
12	International EXFC 3-5 Days	90.75	91.00	91.50	91.75	92.00	92.80	92.90	93.00	93.10	93.30	93.50	93.70	93.90	94.10	94.30
13	International UNEX Composite	84.00	85.00	86.00	86.75	87.25	88.00	88.63	89.25	89.88	90.50	91.13	91.75	93.00	94.00	95.00
14	Pieces At Risk	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
15	Preventive Maintenance Bypass - Daily	8.00	6.00	3.00	2.00	1.00	0.50	0.30	0.15	0.10	0.08	0.04	0.03	0.02	0.01	0.00
	Preventive Maintenance Bypass - Senior	8.00	5.00	3.50	2.50	1.50	0.75	0.40	0.20	0.10	0.08	0.04	0.03	0.02	0.03	0.00
16	Surface Visibility	49.00	58.00	72.00	84.00	87.00	90.00	93.00	96.00	97.00	97.60	97.80	98.20	98.60	98.80	99.00
17	Trips on Time / 24 Hr Clock 4-9am	50.0	60.0	70.0	78.0	83.0	86.9	89.5	91.5	93.1	94.8	96.5	97.5	98.0	98.5	99.0
18	Grievance Backlog Reduction - Case Pending	0.00	-0.50	-1.00	-1.50	-2.00	-2.50	-3.25	-4.00	-5.25	-6.00	-6.50	-6.75	-7.00	-7.50	-8.00
	Grievance Backlog Reduction - Step 2 +A	0	-1	-2	-5	-12	-25	-26	-28	-29	-33	-34	-36	-40	-45	-50
	Grievance Backlog Reduction - Step 3	0.0	-5.0	-10.0	-20.0	-35.0	-50.0	-60.0	-65.0	-70.0	-75.0	-77.0	-80.0	-85.0	-95.0	-100.0
19	EEO Complaints Per 100 Employees vs SPLY	1.80	1.64	1.48	1.34	1.00	0.85	0.70	0.65	0.60	0.55	0.50	0.35	0.30	0.25	0.20
20	EEO Conv. Rate (HQ-EEO)	55.0	50.0	45.0	40.0	36.2	33.0	26.0	18.0	17.0	16.0	15.0	14.0	13.0	12.0	11.0
21	EEO Time to Table (HQ-EEO)	36.0	35.5	34.0	32.3	31.3	30.3	29.3	28.3	26.3	24.3	22.3	20.3	18.0	16.3	14.0
22	EEO Reduce Formals (HQ-EEO)	0.0	-0.5	-0.8	-1.0	-1.5	-5.0	-10.0	-15.5	-16.0	-16.1	-16.2	-16.3	-16.4	-16.5	-16.6
23	MVA Rate	14.20	13.20	12.20	11.20	110.20	9.20	8.20	7.20	6.20	5.20	4.20	3.20	*2.2	1.20	0.20
	MVA Improvement	10.00	8.00	5.00	2.00	1.00	0.00	-3.00	-5.00	-8.00	-10.00	-15.00	-21.00	-27.00	-32.00	-36.00
24	Security VOE (PPO)	43.5	46.0	48.0	49.0	51.0	53.5	56.0	59.0	60.0	62.1	64.6	65.1	69.0	72.5	75.0
25	BMEU Proficiency Index	675	710	730	760	780	805	820	830	840	850	870	875	880	900	910
	BMEU Proficiency Improvement	-3.0	-1.0	0.0	2.0	5.0	7.0	10.0	12.0	14.0	16.0	18.0	20.0	22.0	24.0	26.0

**FY 2010
UNIT INDICATORS
TARGET and THRESHOLDS**

INDICATOR NUMBER	INDICATORS	Non-Contributor			Contributor						High Contributor			Excep.Contributor		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
26	BSN National Combined	750.0	770.0	805.0	835.0	855.0	880.0	907.0	925.0	935.0	950.0	960.0	966.0	972.0	978.0	981.0
27	BSN National	750.0	763.9	811.1	841.1	848.9	880.0	915.6	937.2	941.1	950.0	960.0	961.1	962.2	969.4	970.0
28	BSN Premier	750.0	775.0	800.0	830.0	860.0	880.0	900.0	915.0	930.0	950.0	960.0	970.0	980.0	985.0	990.0
31	Retail Revenue Percent Expedited	77.0	82.0	83.0	85.1	86.0	88.0	88.5	89.0	89.5	90.0	90.5	90.7	90.9	91.1	91.3
32	Retail Alternate Access % Revenue	26.0	27.0	28.0	29.0	32.0	36.0	37.0	38.0	39.0	40.0	41.0	42.0	44.0	46.0	50.0
	Retail Alternate Access Improvement	0.0	1.0	1.5	2.0	3.0	4.0	5.0	6.0	7.0	9.0	10.0	11.0	13.0	14.0	15.0
34	Retail Effectiveness	82.0	85.0	87.0	88.8	89.8	90.7	91.8	92.4	93.0	93.5	94.0	94.5	95.0	95.5	96.0
35	Retail Revenue % Plan	-5.0	-4.0	-3.0	-1.5	-1.0	0.0	0.1	0.2	0.3	0.4	0.6	0.8	1.0	1.5	2.0
36	BPI F1	-5.9	-4.9	-3.9	-2.9	-1.9	0.0	1.9	2.9	3.9	4.9	5.9	6.9	7.9	8.9	9.9
37	BPI F1 (ISC)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
38	Manual Letters F1 (ISC)	17.0	15.0	12.5	11.0	10.0	8.6	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0
39	Cost per 1000 images	1.00	2.00	3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00	14.00	15.00
40	Deliveries per Hour %SPLY	4.50	5.00	5.50	6.00	6.50	7.00	8.00	9.00	9.05	9.10	9.20	9.30	9.40	9.50	9.60
41	Sick Leave Rate	-1.5	-2.0	-2.5	-3.0	-3.5	-4.0	-4.5	-5.0	-5.5	-6.0	-6.5	-7.0	-7.5	-8.0	-8.5
	Sick Leave Used Benchmark	4.7	4.6	4.5	4.4	4.3	4.2	4.1	4.0	3.9	3.8	3.7	3.6	3.5	3.4	3.3
42	Fed Ex Density	5.00	5.50	6.00	6.50	6.75	7.25	7.40	7.55	7.70	7.85	8.00	8.15	8.30	8.45	8.60
43	Function 2A to Standard	5.5	5.0	4.5	2.8	2.3	1.8	1.4	1.3	1.2	1.1	1.0	0.9	0.8	0.7	0.6
44	Highway Transportation Budget	1.7	1.3	0.9	0.5	0.1	0.0	-0.1	-0.5	-0.9	-1.3	-1.7	-2.3	-3.0	-3.5	-4.0
45	Injury Comp Chargeback Costs	1.3	1.0	0.8	0.5	0.3	0.0	-2.2	-4.4	-6.7	-8.9	-11.1	-13.3	-15.6	-17.8	-20.0
	Disability Rolls Management	6.0	4.0	2.0	0.0	-0.5	-1.0	-1.4	-1.9	-2.3	-2.8	-3.2	-3.7	-4.1	-4.6	-5.0
46	Manual Letters Reduction F1 & 4*	13.5	12.0	10.0	9.0	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0	2.6	2.3
	Manual Flats Reduction Improvement	5.0	3.0	0.5	0.4	0.2	0.0	-0.5	-1.0	-1.4	-2.0	-2.5	-3.0	-3.5	-4.0	-4.5
47	Manual Flats Reduction F1 & 4*	54.0	50.0	44.9	38.9	35.9	29.9	27.0	22.0	17.0	16.0	15.0	14.0	13.0	12.0	11.0
	Manual Letters Reduction Improvement	5.0	4.0	3.0	2.0	1.0	-5.0	-6.0	-7.0	-8.0	-9.0	-10.0	-13.0	-16.0	-18.0	-20.0
73	Maintenance Effectiveness Measurement	-0.10	-0.02	0.00	0.01	0.05	0.09	0.14	0.20	0.26	0.32	0.38	0.44	0.50	0.56	0.62
49	Overtime Rate (PPO)	7.0	6.0	5.0	4.5	3.9	2.5	1.9	1.4	1.3	1.1	0.9	0.7	0.6	0.5	0.4
50	Percent DPS	78.0	83.0	86.0	90.0	90.5	92.0	93.0	94.0	95.0	96.0	96.5	97.0	97.5	98.0	98.5
51	Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

**FY 2010
UNIT INDICATORS
TARGET and THRESHOLDS**

INDICATOR NUMBER	INDICATORS	Non-Contributor			Contributor						High Contributor			Excep.Contributor		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
52	TACS	31.0	29.0	27.0	25.8	23.8	20.5	18.0	16.8	13.0	11.0	9.5	9.0	8.5	8.2	8.0
	TACS PPO	1.52	1.42	1.32	1.20	1.00	0.60	0.40	0.30	0.20	0.10	0.09	0.08	0.07	0.06	0.00
53	Total Operating Expense	1.0	0.8	0.6	0.4	0.2	0.0	-0.1	-0.3	-0.5	-0.8	-1.1	-1.4	-1.7	-2.0	-2.5
54	Total Workhours to Plan	10.0	6.0	3.8	2.2	1.0	0.0	-1.0	-2.0	-3.0	-4.0	-5.0	-6.0	-7.5	-9.0	-10.0
55	Trailer Utilization	10.00	20.00	25.00	30.00	40.00	45.00	50.00	55.00	60.00	65.00	70.00	75.00	80.00	85.00	90.00
56	Tray Density - Group 1	2.5	3.5	4.5	5.7	6.2	6.7	7.0	7.5	8.0	8.6	10.6	12.6	14.6	16.6	18.5
	Tray Density - Group 2	6.1	7.1	8.1	9.2	10.1	10.9	11.4	12.1	12.8	13.8	14.6	15.6	16.6	17.6	18.5
	Tray Density - Group 3	8.1	9.3	10.5	11.6	12.7	13.7	14.7	15.7	16.6	17.4	17.7	17.9	18.1	18.3	18.5
	Tray Density - Area	6.8	8.2	9.9	9.8	11.4	12.9	13.4	13.9	14.3	14.7	15.5	16.3	17.1	17.8	18.5
57	F4 Customer Service Variance (CSV)	72.0	74.0	76.0	78.0	80.0	82.0	84.0	86.0	88.0	90.0	92.0	94.0	96.0	98.0	100.0
	F4 CSV Improvement	-6.00	-5.00	-4.00	-3.00	-1.40	0.00	1.10	2.00	3.20	4.00	5.00	5.50	6.00	6.50	7.00
58	WOS Earned Hour Ratio	44.00	54.00	62.00	69.00	72.00	80.00	85.00	90.00	92.00	93.00	94.00	95.00	96.00	97.00	98.00
59	SOX Index - Employee Items	96.00	97.00	98.00	98.50	98.75	99.00	99.10	99.20	99.30	99.40	99.50	99.60	99.80	99.90	100.00
	SOX Index - Performance Based Verification	82.50	85.00	87.00	90.00	94.00	98.00	98.25	98.50	98.75	99.00	99.20	99.40	99.60	99.80	100.00
	SOX Index - Late Mailings	96.00	97.00	98.00	98.50	98.75	99.00	99.10	99.20	99.30	99.40	99.50	99.60	99.80	99.90	100.00
	SOX Index - Bank Adjustments	96.39	96.77	97.15	97.53	97.91	98.29	98.48	98.67	98.86	99.05	99.24	99.43	99.62	99.81	100.00
74	Sales FPR % Plan	-5.0	-4.0	-3.0	-1.5	-1.0	0.0	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	5.0
61	Energy Reduction	10.0	5.0	0.0	-1.4	-2.7	-4.1	-6.1	-8.4	-10.6	-12.8	-15.1	-17.3	-19.5	-21.8	-24.0

RED Indicators
Performance-Not Weighed

BENCHMARK

**FY 2010
INDICATOR WEIGHTS**

INDICATOR NUMBER	INDICATOR NAME	Area HR	Area Finance	Area Customer Relations	Area MIPS	Area DNO	Area MAINT	Area DPS	Area MOS	Area VP	Area Retail	Area BSN Managers	Area BSN Specialist	Area Sm. Bus. And Mail Accept.	District Leadership	District	PCES PO
25	BMEU Proficiency Index			0.0%						0.0%				0.0%			
36	BPI F1				20.0%				3.9%		0.0%				4.0%		
37	BPI F1 (ISC)																
27	BSN National												65.0%				
26	BSN National Combined			10.0%								65.0%		20.0%			
28	BSN Premier																
39	Cost per 1000 images																
6	Delcon Retail Surface Parcels																
40	Deliveries per Hour %SPLY							20.0%	2.5%								
19	EEO Complaints Per 100 Employees vs SPLY	12.0%															
20	EEO Conv. Rate (HQ-EEO)																
22	EEO Reduce Formals (HQ-EEO)																
21	EEO Time to Table (HQ-EEO)																
61	Energy Reduction						0.0%		0.0%	0.0%					0.0%		0.0%
7	Equipment Availability						10.0%		3.4%								
57	F4 Customer Service Variance (CSV)							20.0%	2.5%							10.0%	
42	Fed Ex Density					30.0%			4.8%								
8	First Enroute Scan to Delivery																
4	First-Class 2-Day																
5	First-Class 3-Day																
3	First-Class Overnight																
43	Function 2A to Standard							20.0%	2.5%								
18	Grievance Backlog Reduction	12.0%															
44	Highway Transportation Budget					40.0%			4.8%								
45	Injury Comp Chargeback Costs	20.0%								5.0%							
9	International EMS																
11	International EXFC 2-Day																
12	International EXFC 3-5 Days																
10	International EXFC Overnight																
13	International UNEX Composite																
73	Maintenance Effectiveness Measurement						0.0%										
47	Manual Flats Reduction F1 & 4														4.0%		
46	Manual Letters Reduction F1 & 4														4.0%		
38	Manual Letters F1 (ISC)																
23	MVA Rate	18.0%								5.0%					5.0%	7.5%	10.0%
49	Overtime Rate (PPO)																
50	Percent DPS				20.0%			20.0%	5.0%						5.0%	7.5%	10.0%
14	Pieces At Risk				20.0%		30.0%		3.4%						4.0%		
15	Preventive Maintenance Bypass Rate						30.0%		3.3%								
1	Priority Mail Service/Scan																
32	Retail Alternate Access % Revenue			7.5%							10.0%						
34	Retail Effectiveness			15.0%						5.0%	30.0%						
35	Retail Revenue % Plan			50.0%						10.0%	40.0%				5.0%	10.0%	10.0%
31	Retail Revenue Percent Expedited			7.5%							10.0%						
74	Sales FPR % Plan											35.0%	35.0%	40.0%			
24	Security VOE (PPO)																
41	Sick Leave	10.0%	10.0%							5.0%					5.0%	5.0%	5.0%
59	SOX Index		10.0%	10.0%										40.0%			10.0%
51	Statistical Programs		10.0%														
16	Surface Visibility				0.0%	0.0%			0.0%								
52	TACS		10.0%														
53	Total Operating Expense	28.0%	50.0%		20.0%	30.0%	30.0%	20.0%	60.0%	70.0%					60.0%	60.0%	55.0%
54	Total Workhours to Plan		10.0%														
55	Trailer Utilization																
56	Tray Density				20.0%				3.9%								
17	Trips on Time / 24 Hr Clock 4-9am														4.0%		
58	WOS Earned Hour Ratio										10.0%						
RED Indicators Measured - Not Weighed		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**FY 2010
INDICATOR WEIGHTS**

INDICATOR NUMBER	INDICATOR NAME	Mgr. C/S Ops	MPOO	District MOPS	District HR	District Finance	District Customer Relations	District TACS	District Statistical Programs	District Retail	District BSN	District BMEU	Dist. Stamp Dist. Office	EAS 26-21 PO	EAS 20-18 PO	EAS 16-11 PO
25	BMEU Proficiency Index						0.0%			0.0%	0.0%	0.0%				
36	BPI F1															
37	BPI F1 (ISC)															
27	BSN National															
26	BSN National Combined															
28	BSN Premier						10.0%				100.0%					
39	Cost per 1000 images															
6	Delcon Retail Surface Parcels															
40	Deliveries per Hour %SPLY			15.0%												
19	EEO Complaints Per 100 Employees vs SPLY				12.0%											
20	EEO Conv. Rate (HQ-EEO)															
22	EEO Reduce Formals (HQ-EEO)															
21	EEO Time to Table (HQ-EEO)															
61	Energy Reduction		0.0%													
7	Equipment Availability															
57	F4 Customer Service Variance (CSV)			15.0%												
42	Fed Ex Density															
8	First Enroute Scan to Delivery															
4	First-Class 2-Day															
5	First-Class 3-Day															
3	First-Class Overnight															
43	Function 2A to Standard			15.0%												
18	Grievance Backlog Reduction				12.0%											
44	Highway Transportation Budget															
45	Injury Comp Chargeback Costs				20.0%											
9	International EMS															
11	International EXFC 2-Day															
12	International EXFC 3-5 Days															
10	International EXFC Overnight															
13	International UNEX Composite															
73	Maintenance Effectiveness Measurement															
47	Manual Flats Reduction F1 & 4															
46	Manual Letters Reduction F1 & 4															
38	Manual Letters F1 (ISC)															
23	MVA Rate	10.0%	10.0%		18.0%									10.0%		
49	Overtime Rate (PPO)															
50	Percent DPS	10.0%	10.0%	15.0%										10.0%		
14	Pieces At Risk															
15	Preventive Maintenance Bypass Rate															
1	Priority Mail Service/Scan															
32	Retail Alternate Access % Revenue						7.5%			10.0%						
34	Retail Effectiveness						10.0%			30.0%						
35	Retail Revenue % Plan	20.0%	10.0%				30.0%			40.0%			100.0%	10.0%	45.0%	45.0%
31	Retail Revenue Percent Expedited						7.5%			10.0%						
74	Sales FPR % Plan															
24	Security VOE (PPO)															
41	Sick Leave	5.0%	4.0%		10.0%	10.0%		20.0%						10.0%		
59	SOX Index		10.0%			10.0%	30.0%					80%		10.0%	10.0%	10.0%
51	Statistical Programs					10.0%			35.0%							
16	Surface Visibility															
52	TACS					10.0%		20.0%								
53	Total Operating Expense	55.0%	56.0%	40.0%	28.0%	10.0%	50.0%	60.0%	65.0%		20.0%			50.0%	45.0%	45.0%
54	Total Workhours to Plan					10.0%										
55	Trailer Utilization															
56	Tray Density															
17	Trips on Time / 24 Hr Clock 4-9am															
58	WOS Earned Hour Ratio						5.0%			10.0%						
RED Indicators Measured - Not Weighed		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**FY 2010
INDICATOR WEIGHTS**

INDICATOR NUMBER	INDICATOR NAME	EAS A-E PO	CS Delivery & Retail 22 + above	Customer Service Delivery 22 + above	Customer Service Retail 22 + above	CS Delivery & Retail 21 + below	Customer Service Delivery 21+ below	Customer Service Retail 21+ below	Manager Shipping & Mailing Solutions (AREA)	Manager Shipping & Mailing Solutions (DISTRICT)	Shipping Solution Specialists	Mailing Solution Specialists	Business Solutions Specialists	Sales & Contract Analysts	PCES P&D	P&DC/F EAS	Plant MIPS
25	BMEU Proficiency Index																
36	BPI F1														8.5%	8.5%	10.0%
37	BPI F1 (ISC)																
27	BSN National																
26	BSN National Combined																
28	BSN Premier																
39	Cost per 1000 images																
6	Delcon Retail Surface Parcels																
40	Deliveries per Hour %SPLY																
19	EEO Complaints Per 100 Employees vs SPLY																
20	EEO Conv. Rate (HQ-EEO)																
22	EEO Reduce Formals (HQ-EEO)																
21	EEO Time to Table (HQ-EEO)																
61	Energy Reduction														0.0%	0.0%	
7	Equipment Availability																
57	F4 Customer Service Variance (CSV)																
42	Fed Ex Density																
8	First Enroute Scan to Delivery																
4	First-Class 2-Day																
5	First-Class 3-Day																
3	First-Class Overnight																
43	Function 2A to Standard																
18	Grievance Backlog Reduction																
44	Highway Transportation Budget																
45	Injury Comp Chargeback Costs																
9	International EMS																
11	International EXFC 2-Day																
12	International EXFC 3-5 Days																
10	International EXFC Overnight																
13	International UNEX Composite																
73	Maintenance Effectiveness Measurement																
47	Manual Flats Reduction F1 & 4														6.0%	6.0%	
46	Manual Letters Reduction F1 & 4														6.0%	6.0%	
38	Manual Letters F1 (ISC)																
23	MVA Rate		10.0%	10.0%		10.0%	10.0%								2.5%	0.0%	
49	Overtime Rate (PPO)																
50	Percent DPS		10.0%	10.0%		10.0%	30.0%								5.0%	12.5%	15.0%
14	Pieces At Risk														6.0%	6.0%	15.0%
15	Preventive Maintenance Bypass Rate																
1	Priority Mail Service/Scan																
32	Retail Alternate Access % Revenue																
34	Retail Effectiveness				10.0%												
35	Retail Revenue % Plan	45.0%	10.0%		20.0%	20.0%		50.0%									
31	Retail Revenue Percent Expedited																
74	Sales FPR % Plan								100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
24	Security VOE (PPO)																
41	Sick Leave														10.0%	5.0%	
59	SOX Index	10.0%	10.0%		10.0%	10.0%		10.0%									
51	Statistical Programs																
16	Surface Visibility																0.0%
52	TACS																
53	Total Operating Expense	45.0%	60.0%	80.0%	50.0%	50.0%	60.0%	30.0%							50.0%	50.0%	40.0%
54	Total Workhours to Plan																
55	Trailer Utilization																10.0%
56	Tray Density																10.0%
17	Trips on Time / 24 Hr Clock 4-9am														6.0%	6.0%	
58	WOS Earned Hour Ratio				10.0%			10.0%									
RED Indicators Measured - Not Weighed		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
									New	New	New	New	New	New			

**FY 2010
INDICATOR WEIGHTS**

INDICATOR NUMBER	INDICATOR NAME	Plant MIPS w/o Surf Vis	Plant TANS	Plant TANS w/o Surf Vis	Plant MAINT	MDO	NDC	NDC w/o Surf Vis	PMPC /LDC	AMC	STC (HASP) w/o Surf Vis	STC (HASP)	REC	ISC	PPO	HQ EEO
25	BMEU Proficiency Index															
36	BPI F1	15.0%				7.5%										
37	BPI F1 (ISC)													5.0%		
27	BSN National															
26	BSN National Combined															
28	BSN Premier															
39	Cost per 1000 images												10.0%			
6	Delcon Retail Surface Parcels						20.0%	22.5%								
40	Deliveries per Hour %SPLY															
19	EEO Complaints Per 100 Employees vs SPLY															
20	EEO Conv. Rate (HQ-EEO)															50.0%
22	EEO Reduce Formals (HQ-EEO)															25.0%
21	EEO Time to Table (HQ-EEO)															25.0%
61	Energy Reduction				0.0%	0.0%										
7	Equipment Availability				10.0%											
57	F4 Customer Service Variance (CSV)															
42	Fed Ex Density		10.0%	10.0%					10.0%							
8	First Enroute Scan to Delivery						15.0%	20.0%								
4	First-Class 2-Day												10.0%			
5	First-Class 3-Day								10.0%	20.0%			10.0%			
3	First-Class Overnight												20.0%			
43	Function 2A to Standard															
18	Grievance Backlog Reduction															
44	Highway Transportation Budget		40.0%	40.0%			30.0%	22.5%			40.0%	10.0%				
45	Injury Comp Chargeback Costs															
9	International EMS													15.0%		
11	International EXFC 2-Day													10.0%		
12	International EXFC 3-5 Days													10.0%		
10	International EXFC Overnight													15.0%		
13	International UNEX Composite													10.0%		
73	Maintenance Effectiveness Measurement				0.0%											
47	Manual Flats Reduction F1 & 4					10.0%										
46	Manual Letters Reduction F1 & 4					10.0%										
38	Manual Letters F1 (ISC)														3.0%	
23	MVA Rate															
49	Overtime Rate (PPO)														40.0%	
50	Percent DPS	15.0%				7.5%										
14	Pieces At Risk	15.0%			30.0%	15.0%										
15	Preventive Maintenance Bypass Rate				30.0%											
1	Priority Mail Service/Scan								35.0%	10.0%	25.0%					
32	Retail Alternate Access % Revenue															
34	Retail Effectiveness															
35	Retail Revenue % Plan															
31	Retail Revenue Percent Expedited															
74	Sales FPR % Plan															
24	Security VOE (PPO)															35.0%
41	Sick Leave					5.0%	5.0%	5.0%	5.0%	10.0%			5.0%			
59	SOX Index															
51	Statistical Programs															
16	Surface Visibility		0.0%			0.0%	0.0%									
52	TACS															25.0%
53	Total Operating Expense	40.0%	20.0%	35.0%	30.0%	30.0%	30.0%	30.0%	40.0%	60.0%	35.0%	40.0%	45.0%	32.0%		
54	Total Workhours to Plan															
55	Trailer Utilization		30.0%	15.0%								50.0%				
56	Tray Density	15.0%														
17	Trips on Time / 24 Hr Clock 4-9am					15.0%										
58	WOS Earned Hour Ratio															
RED Indicators Measured - Not Weighed		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**FY 2010
INDICATOR DEPTHS**

INDICATOR NUMBER	INDICATOR NAME	Area HR	Area Finance	Area Customer Relations	Area MIPS	Area DNO	Area MAINT	Area DPS	Area MOS	Area VP	Area Retail	Area BSN Managers	Area BSN Staff	Area Sm. Bus. And Mail Accept.	District Leadership	District	PCES PO
25	BMEU Proficiency Index			AREA						AREA				AREA			
36	BPI F1				AREA				AREA						DIST		
37	BPI F1 (ISC)																
27	BSN National												Area				
26	BSN National Combined			AREA								AREA		AREA			
28	BSN Premier																
39	Cost per 1000 images																
6	Delcon Retail Surface Parcels																
40	Deliveries per Hour %SPLY							AREA	AREA								
19	EEO Complaints Per 100 Employees vs SPLY	AREA															
20	EEO Conv. Rate (HQ-EEO)																
22	EEO Reduce Formals (HQ-EEO)																
21	EEO Time to Table (HQ-EEO)																
61	Energy Reduction						AREA		AREA	AREA					DIST		DIST
7	Equipment Availability						AREA		AREA								
57	F4 Customer Service Variance (CSV)							AREA	AREA							DIST	
42	Fed Ex Density					AREA			AREA								
8	First Enroute Scan to Delivery																
4	First-Class 2-Day																
5	First-Class 3-Day																
3	First-Class Overnight																
43	Function 2A to Standard							AREA	AREA								
18	Grievance Backlog Reduction	AREA															
44	Highway Transportation Budget					AREA			AREA								
45	Injury Comp Chargeback Costs	AREA								AREA							
9	International EMS																
11	International EXFC 2-Day																
12	International EXFC 3-5 Days																
10	International EXFC Overnight																
13	International UNEX Composite																
73	Maintenance Effectiveness Measurement						AREA										
47	Manual Flats Reduction F1 & 4														DIST		
38	Manual Letters F1 (ISC)														DIST		
46	Manual Letters Reduction F1 & 4														DIST		
23	MVA Rate	AREA								AREA					DIST	DIST	Lead Fin#
49	Overtime Rate (PPO)																
50	Percent DPS				AREA			AREA	AREA						DIST	DIST	Lead Fin#
14	Pieces At Risk				AREA			AREA	AREA						DIST		Lead Fin#
15	Preventive Maintenance Bypass Rate							AREA	AREA								
1	Priority Mail Service/Scan																
32	Retail Alternate Access % Revenue			AREA							AREA			AREA			
34	Retail Effectiveness			AREA						AREA	AREA			AREA			
35	Retail Revenue % Plan			AREA						AREA	AREA			AREA	DIST	DIST	Lead Fin#
31	Retail Revenue Percent Expedited			AREA							AREA						
74	Sales FPR % Plan																
24	Security VOE (PPO)																
41	Sick Leave	AREA	AREA							AREA					DIST	DIST	Lead Fin#
59	SOX Index		AREA	AREA										AREA			Lead Fin#
51	Statistical Programs		AREA														
16	Surface Visibility				AREA	AREA			AREA								
52	TACS		AREA														
53	Total Operating Expense	AREA	AREA		AREA	AREA	AREA	AREA	AREA	AREA					DIST	DIST	Lead Fin#
54	Total Workhours to Plan		AREA														
55	Trailer Utilization																
56	Tray Density				AREA				AREA								
17	Trips on Time / 24 Hr Clock 4-9am														DIST		
58	WOS Earned Hour Ratio										AREA						

RED Indicators
Measured - Not Weighed

**FY 2010
INDICATOR DEPTHS**

INDICATOR NUMBER	INDICATOR NAME	Mgr. C/S Ops	MPOO	District MOPS	District HR	District Finance	District Customer Relations	District TACS	District Statistical Programs	District Retail	District BSN	District BMEU	Dist. Stamp Dist. Office	EAS 26-21 PO	EAS 20-18 PO	EAS 16-11 PO
25	BMEU Proficiency Index						DIST			DIST	DIST	DIST	DIST			
36	BPI F1															
37	BPI F1 (ISC)															
27	BSN National															
26	BSN National Combined															
28	BSN Premier						DIST				DIST					
39	Cost per 1000 images															
6	Delcon Retail Surface Parcels															
40	Deliveries per Hour %SPLY			DIST												
19	EEO Complaints Per 100 Employees vs SPLY				DIST											
20	EEO Conv. Rate (HQ-EEO)															
22	EEO Reduce Formals (HQ-EEO)															
21	EEO Time to Table (HQ-EEO)															
61	Energy Reduction		DIST													
7	Equipment Availability															
57	F4 Customer Service Variance (CSV)			DIST												
42	Fed Ex Density															
8	First Enroute Scan to Delivery															
4	First-Class 2-Day															
5	First-Class 3-Day															
3	First-Class Overnight															
43	Function 2A to Standard			DIST												
18	Grievance Backlog Reduction				DIST											
44	Highway Transportation Budget															
45	Injury Comp Chargeback Costs				DIST											
9	International EMS															
11	International EXFC 2-Day															
12	International EXFC 3-5 Days															
10	International EXFC Overnight															
13	International UNEX Composite															
73	Maintenance Effectiveness Measurement															
47	Manual Flats Reduction F1 & 4															
38	Manual Letters F1 (ISC)															
46	Manual Letters Reduction F1 & 4															
23	MVA Rate	Lead Fin#	PO GP		DIST										Lead Fin#	
49	Overtime Rate (PPO)															
50	Percent DPS	Lead Fin#	PO Gp	DIST											Lead Fin#	
14	Pieces At Risk															
15	Preventive Maintenance Bypass Rate															
1	Priority Mail Service/Scan															
32	Retail Alternate Access % Revenue						DIST			DIST						
34	Retail Effectiveness						DIST			DIST						
35	Retail Revenue % Plan	Lead Fin#	PO GP				DIST			DIST			DIST	Lead Fin#	PO Group	PO Group
31	Retail Revenue Percent Expedited						DIST			DIST						
74	Sales FPR % Plan															
24	Security VOE (PPO)															
41	Sick Leave	Lead Fin#	PO GROUP		DIST	DIST		DIST							Lead Fin#	
59	SOX Index		PO Gp			DIST	DIST					DIST			Lead Fin#	Lead Fin#
51	Statistical Programs					DIST			DIST							
16	Surface Visibility															
52	TACS					DIST		DIST								
53	Total Operating Expense	Lead Fin#	PO Gp	DIST	DIST	DIST		DIST	DIST			DIST		Lead Fin#	Lead Fin#	Lead Fin#
54	Total Workhours to Plan					DIST										
55	Trailer Utilization															
56	Tray Density															
17	Trips on Time / 24 Hr Clock 4-9am															
58	WOS Earned Hour Ratio						DIST			DIST						

RED Indicators
Measured - Not Weighed

**FY 2010
INDICATOR DEPTHS**

INDICATOR NUMBER	INDICATOR NAME	EAS A-E PO	CS Delivery & Retail 22 + above	Customer Service Delivery 22 + above	Customer Service Retail 22 + above	CS Delivery & Retail 21 + below	Customer Service Delivery 21+ below	Customer Service Retail 21+ below	Manager Shipping & Mailing Solutions (AREA)	Manager Shipping & Mailing Solutions (DISTRICT)	Shipping Solution Specialists	Mailing Solution Specialists	Business Solutions Specialists	Sales & Contract Analysts	
25	BMEU Proficiency Index														
36	BPI F1														
37	BPI F1 (ISC)														
27	BSN National														
26	BSN National Combined														
28	BSN Premier														
39	Cost per 1000 images														
6	Delcon Retail Surface Parcels														
40	Deliveries per Hour %SPLY														
19	EEO Complaints Per 100 Employees vs SPLY														
20	EEO Conv. Rate (HQ-EEO)														
22	EEO Reduce Formals (HQ-EEO)														
21	EEO Time to Table (HQ-EEO)														
61	Energy Reduction														
7	Equipment Availability														
57	F4 Customer Service Variance (CSV)														
42	Fed Ex Density														
8	First Enroute Scan to Delivery														
4	First-Class 2-Day														
5	First-Class 3-Day														
3	First-Class Overnight														
43	Function 2A to Standard														
18	Grievance Backlog Reduction														
44	Highway Transportation Budget														
45	Injury Comp Chargeback Costs														
9	International EMS														
11	International EXFC 2-Day														
12	International EXFC 3-5 Days														
10	International EXFC Overnight														
13	International UNEX Composite														
73	Maintenance Effectiveness Measurement														
47	Manual Flats Reduction F1 & 4														
38	Manual Letters F1 (ISC)														
46	Manual Letters Reduction F1 & 4														
23	MVA Rate		Fin#	Fin#		Fin#	Fin#								
49	Overtime Rate (PPO)														
50	Percent DPS		Lead Fin #	Lead Fin #		Lead Fin #	Lead Fin #								
14	Pieces At Risk														
15	Preventive Maintenance Bypass Rate														
1	Priority Mail Service/Scan														
32	Retail Alternate Access % Revenue														
34	Retail Effectiveness					Fin #									
35	Retail Revenue % Plan	PO Group	Lead Fin #			Lead Fin #	Lead Fin #	Lead Fin #							
31	Retail Revenue Percent Expedited														
74	Sales FPR % Plan								DIST	DIST	AREA/DIST	DIST	DIST	AREA	
24	Security VOE (PPO)														
41	Sick Leave														
59	SOX Index		Lead Fin#			Fin #	Fin #	Fin #							
51	Statistical Programs														
16	Surface Visibility														
52	TACS														
53	Total Operating Expense	Lead Fin#	Lead Fin #	Lead Fin #	Lead Fin #	Lead Fin #	Lead Fin #	Lead Fin #							
54	Total Workhours to Plan														
55	Trailer Utilization														
56	Tray Density														
17	Trips on Time / 24 Hr Clock 4-9am														
58	WOS Earned Hour Ratio					Fin #									
RED Indicators Measured - Not Weighed										New	New	New	New	New	New

**FY 2010
INDICATOR DEPTHS**

INDICATOR NUMBER	INDICATOR NAME	PCES P&D	P&DC/F EAS	Plant MIPS	Plant MIPS w/o Surf Vis	Plant TANS	Plant TANS w/o Surf Vis	Plant MAINT	MDO	NDC	NDC w/o Surf Vis	PMPCLDC	AMC	STC (HASP) w/o Surf Vis	STC (HASP)	REC	ISC	PPO	HQ EEO
25	BMEU Proficiency Index																		
36	BPI F1	Fin #	Fin #	Fin #	Fin #				Fin #										
37	BPI F1 (ISC)																Fin #		
27	BSN National																		
26	BSN National Combined																		
28	BSN Premier																		
39	Cost per 1000 images															Fin #			
6	Delcon Retail Surface Parcels									Fin#	Fin#								
40	Deliveries per Hour %SPLY																		
19	EEO Complaints Per 100 Employees vs SPLY																		
20	EEO Conv. Rate (HQ-EEO)																		Region
22	EEO Reduce Formals (HQ-EEO)																		Region
21	EEO Time to Table (HQ-EEO)																		Region
61	Energy Reduction	DIST	DIST					DIST		AREA/DIST									
7	Equipment Availability							Fin #											
57	F4 Customer Service Variance (CSV)																		
42	Fed Ex Density					DIST	DIST					Fin#							
8	First Enroute Scan to Delivery									Fin#	Fin#								
4	First-Class 2-Day																		Area
5	First-Class 3-Day											Area	DIST						Area
3	First-Class Overnight																		Area
43	Function 2A to Standard																		
18	Grievance Backlog Reduction																		
44	Highway Transportation Budget					Fin #	Fin #			Fin#	Fin#			Fin #	Fin #				
45	Injury Comp Chargeback Costs																		
9	International EMS																		ISC
11	International EXFC 2-Day																		ISC
12	International EXFC 3-5 Days																		ISC
10	International EXFC Overnight																		ISC
13	International UNEX Composite																		ISC
73	Maintenance Effectiveness Measurement							Fin#											
47	Manual Flats Reduction F1 & 4	DIST	DIST						DIST										
38	Manual Letters F1 (ISC)																		Fin #
46	Manual Letters Reduction F1 & 4	DIST	DIST						DIST										
23	MVA Rate	DIST																	
49	Overtime Rate (PPO)																		Fin#
50	Percent DPS	DIST	DIST	DIST	DIST				DIST										
14	Pieces At Risk	Fin #	Fin #	Fin #	Fin #				Fin #	Fin #									
15	Preventive Maintenance Bypass Rate								Fin #										
1	Priority Mail Service/Scan											Area	DIST	Area					
32	Retail Alternate Access % Revenue																		
34	Retail Effectiveness																		
35	Retail Revenue % Plan																		
31	Retail Revenue Percent Expedited																		
74	Sales FPR % Plan																		
24	Security VOE (PPO)																		Fin#
41	Sick Leave	Fin#	Fin#						Fin#	Fin#	Fin#	Fin#	Fin#			Fin#			
59	SOX Index																		
51	Statistical Programs																		
16	Surface Visibility			Fin #		Fin #			Fin #	Fin #						Fin #			
52	TACS																		Fin#
53	Total Operating Expense	DIST	DIST	DIST	DIST	DIST	DIST	DIST	DIST	AREA/DIST	AREA/DIST	AREA/DIST	Fin #	AREA/DIST	AREA/DIST	AREA	Fin #		
54	Total Workhours to Plan																		
55	Trailer Utilization			Fin #		Fin #	Fin #									Fin#			
56	Tray Density			Fin #	Fin #														
17	Trips on Time / 24 Hr Clock 4-9am	Fin #	Fin #						Fin #										
58	WOS Earned Hour Ratio																		

RED Indicators
Measured - Not Weighed

FY 2010 Corporate and Unit Composite Weights

PCES / Installation Head EAS Mgr	COO	Area HR	Area Fin	Area Mkt	Area MIPS	Area DNO	Area Maint	Area DPS	Area MOS	AVP	District Leadership	District	PCES PO	C/S Ops	MPOO	Dist MOPS	Dist HR	Dist Fin	Dist Mkt	PO EAS 26-21	PO EAS 20-18	PO EAS 16-11	PO EAS A-E	C/S D&R EAS 22+ above	C/S Retail EAS 22+ above	C/S Del EAS 21+ below	C/S Retail EAS 21+ below
NPA Corporate Summary FY10	100%	35%	35%	35%	50%	50%	50%	50%	50%	60%	60%	50%	40%	40%	40%	40%	40%	40%	35%	50%	50%	50%	50%	50%	50%	50%	50%
NPA Unit Summary FY10	0%	55%	55%	55%	40%	40%	40%	40%	40%	40%	30%	40%	40%	50%	50%	40%	50%	50%	55%	30%	30%	30%	30%	40%	40%	40%	40%
PES - Core Requirements FY10	0%	10%	10%	10%	10%	10%	10%	10%	10%	0%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
PFP Overall Rating FY10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

EAS STAFF	Area HR Staff	Area Fin Staff	Area Mkt Staff	Area MIPS Staff	Area DNO Staff	Area Maint Staff	Area DPS Staff	Area MOS Staff	AVP Staff	District Leadership Staff	District Staff	PCES PO Staff	C/S Ops Staff	Dist MPOO Staff	Dist MOPS Staff	Dist HR Staff	Dist Fin Staff	Dist Mkt Staff	PO EAS 26-21 /Staff	PO EAS 20-18 / Staff	C/S D&R /Staff	C/S Retail /Staff	C/S Del /Staff	C/S Retail /Staff
NPA Corporate Summary FY10	40%	40%	40%	40%	40%	40%	40%	40%	40%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
NPA Unit Summary FY10	40%	40%	40%	40%	40%	40%	40%	40%	40%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
PES - Core Requirements FY10	20%	20%	20%	20%	20%	20%	20%	20%	20%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
PFP Overall Rating FY10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

PCES / Installation Head EAS Mgr	PCES P&D	P&DC/F EAS	Plant MIPS	Plant TANS	Field Maint	MDO	BMC/F	BMC/F	PMP/C/L DC	AMC	STC (HASP)	REC	ISC
NPA Corporate Summary FY10	50%	50%	50%	50%	50%	50%	20%	30%	50%	20%	50%	50%	20%
NPA Unit Summary FY10	40%	40%	40%	40%	40%	40%	70%	60%	40%	70%	40%	40%	70%
PES - Core Requirements FY10	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
PFP Overall Rating FY10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

EAS STAFF	P&DC /Staff	P&DC/F /Staff	Plant MIPS/ Staff	Plant TANS/ Staff	Field Maint / Staff	MDO /Staff	BMC/F/ Staff	PMP/C/L DC Staff	AMC Staff	STC (HASP)	REC/ Staff	ISC Staff
NPA Corporate Summary FY10	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
NPA Unit Summary FY10	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
PES - Core Requirements FY10	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
PFP Overall Rating FY10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

SALES	Area Retail	District Retail	Area BSN Managers	Area BSN Staff	District BSN	District BMEU	Stamp Dist	Area Sm Bus/ Mail Accept	Dist. TACS	Dist. Stats Prog	PPO	EEO
30%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
60%	45%	45%	45%	45%	35%	35%	35%	45%	35%	35%	55%	55%
10%	20%	20%	20%	20%	30%	30%	30%	20%	30%	30%	10%	10%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%