**Package Performance Processing**

Report Notes

Overview

The Package Performance Processing tool is a visual representation of the Root Cause data currently found in the Root Cause Reports. The initial version of this visualization only includes Priority Mail, however First Class Parcels will be added in the near future.

Root Cause data is intended to help narrow the focus to the greatest areas of opportunity for reducing failures. Each mailpiece is assigned one Root Cause. A mailpiece is analyzed from the stop the clock event backwards to acceptance. The Root Cause (failure type) is the last place the piece failed and did not recover. Acceptance scans, enroute scans, Arrival at Unit (AAU) scans and stop the clock scans are used to determine the root cause.

There are six Root Cause types:

1. Origin Failures
2. Transit Failures
3. Destination Failures
4. Delivery Failures
5. Other Failures
6. Ontime

Origin Failures include pieces that did not get a scan by clearance time at the origin, were missent by the origin or are turnaround pieces (Origin and Destination ZIP3 are serviced by same plant).

Transit Failures include pieces ontime at the origin plant, but failed to make clearance time at the destination plant.

Destination Failures include pieces that were ontime for the first destination scan, but had a subsequent late destination scan or were late arriving at the delivery unit (late described as an AAU scan after 9:00 am on the scheduled delivery day).

Delivery Failures include pieces that were ontime to the delivery unit, meaning they received an AAU scan prior to 9:00 am on the scheduled delivery day, but did not receive a stop the clock event on the scheduled delivery day.

Other Failures include pieces that did not have enough scans to meet the criteria for the other root cause types.

Ontime pieces include pieces that were ontime and met the service commitment.

There are dozens of Root Causes or *sub-categories* of Root Cause types.

Using the Tool

The tool currently provides data by day for the last week. The filter at the top can be used to select the desired date. The date represents the stop the clock date of the pieces. An ontime percentage as well as the total number of pieces and failed pieces is displayed at the top.

The charts displayed allow the user to make selections to narrow the focus on the desired location(s). For example, you can select the Origin Area, District or Facility or the Destination Area, District or Facility. Other selections include the Transportation Mode, the Service Standard, Sales Source Code and Shape.

Additional charts display the Root Cause Type and the Root Cause. The user may also select to display the data by the Start the Clock Date.