

% To Standard and DOIS

The number called “% to standard” is derived from a DOIS computation. The DOIS program arrives at the PTS number by totaling all time used to case and withdraw mail and divides that number by the totals of flats and letters.

Example #1

Letters 1500	Divided by 18	= 83 min. casing	TOTAL TIME: 167 MINUTES
Flats 450	Divided by 8	= 56 min. casing	100% OF STANDARD
Total 1950	Divided by 70	= 28 min. withdrawal	

% to standard for this example would be 100% to standard. Each function took the exact amount of time for the minimum 18 & 8 Standard. In the cases below % to Standard is arrived at by dividing the ACTUAL TOTAL by 100% of Standard.

Example # 2

Letters 1500	Actual time = 75 min. casing	TOTAL TIME: 147 MINUTES
Flats 450	Actual time = 49 min. casing	88% OF STANDARD
Total 1950	Actual time = 23 min. withdrawal	(147 ÷ 167 = 0.880)

In this case the PTS is LESS 12% less than 18 & 8 meaning the Carrier cases 12% FASTER than 18 & 8

Example # 3

Letters 1500	Actual time = 92 min. casing	TOTAL TIME: 187 MINUTES
Flats 450	Actual time = 65 min. casing	112% OF STANDARD
Total 1950	Actual time = 30 min. withdrawal	(187 ÷ 167 = 1.119)

In this case the PTS is 12% MORE than 18 & 8 meaning the Carrier cases 12% SLOWER than 18 & 8

In all the examples above the mail volume was the same. In reality volume is different each day. DOIS comes up with the daily PTS based on the volume figures input by the supervisor for that day. The program then computes the PROJECTED time. Projected time is the amount of time DOIS estimates to case and withdraw X amount of mail based on the individual PTS assigned each Carrier based upon their last inspection. Once the Carrier has clocked out to the street the program computes the ACTUAL time taken and volume to arrive at that days actual % to Standard. Those computations are done for individuals and for the office as a whole.

A primary reason DOIS is not accepted by the NALC is it's inherent flaw of being based on numbers input by managers. If the numbers are not accurately input nothing based on those numbers will be reliable. DOIS has no guarantee of accuracy or of providing Carriers credit for all the work done because of the human element involved. Management can manipulate the DOIS output by their control of the input.

Carriers need to know that DOIS is simply a management estimator, nothing more. There is no Contractual requirement for any Carrier to achieve DOIS estimates. Do not allow yourself to be bullied into working to their numbers. Give a fair days work consistently. The key being consistently. Your work pace should be about the same as when you were last inspected. Discipline related to not meeting DOIS estimates won't stand providing you are performing the job properly according to the M-41. Learn the rules on the use of the PS Form 3996 and refuse to be intimidated.