



August 16, 2017

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

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Dear Brian:

As a matter of general interest, the Postal Service plans to add a new recognition program for employees at the Customer Care Centers. The program will be based on the performance of the currently established teams each will be recognized as a Focus on Reliable Experience (FORE) team.

At each of the four Customer Care Centers, there will be two opportunities for team recognition; monthly and quarterly. One FORE team will be recognized on a monthly basis for having the highest monthly average National Performance Assessment (NPA) score. On a quarterly basis, one FORE team will be recognized based upon their quarterly average NPA score.

The recognition program is scheduled to begin in September and will continue on a monthly and quarterly basis. Enclosed is a copy of the service talk on the program, containing a list of the eligibility criteria and detailing the rewards that come along with being recognized as a FORE team.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

Rickie R. Dean
Manager
Contract Administration (APWU)

Enclosure

FOCUS ON RELIABLE EXPERIENCE

Every day, we build relationships with our customers. How we make them feel is reflected in their responses to our feedback surveys. Customer centric behaviors drive up customer satisfaction scores and produce loyal and valued customers.

Your daily commitment and effort is appreciated. Your goodwill, empathy, support, and professionalism you provide to our customers shows. Thank you all!

In our continuing endeavor to provide "World Class" customer service with every interaction shared with our customers, the Enterprise Manager of Customer Care Center wants to recognize a Team every month at each site that has the highest monthly average NPA score. Each postal quarter, the Team with the highest monthly average NPA score during that period will receive recognition and a lunch.

This monthly award will be based upon the following eligibility requirements.

- Team with the highest monthly average NPA score will be recognized at each Site.
- Every quarter, the Team with the highest average NPA score at each site will be recognized with a lunch.

In case of a tie, the Team with the highest average internal QA score value as measured to the hundredth position will be the winner.

Being recognized as a FORE Team comes with its rewards:

- ❖ Traveling Team Trophy
- ❖ Placement on the Team of the Month plaque
- ❖ Certificate for each Agent on Team and hard copy in HR file
- ❖ Pin/Button for each Agent on Team
- ❖ Lunch for the highest Team per Site per quarter.

Starts: September 2017



**United States Postal Service Primary Core Value:
Start with the Customer's Need in Mind**