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CONTRACT ADMINISTRATION UNIT  
N.A.L.C. WASHINGTON, D.C.



Mr. Vincent R. Sombrotto  
President  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue NW  
Washington DC 20001-2197

Re: H90N-4H-C 94050275  
Class Action  
St. Petersburg, FL 33730

Dear Mr. Sombrotto:

Recently, I met with your representative to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.


The issue in this grievance is whether Management violated the National Agreement in implementing DPS.


After reviewing this matter, it was mutually agreed that no national interpretive issue is fairly presented in this case. DPS Implementation: A Training Guide for Delivery Management in Part 4.6 contains specific information concerning what to do if quality deteriorates after attaining the quality threshold. Accordingly, it was agreed to remand this case to the parties at Step 3 for further processing consistent with the above understanding.

Please sign and return the enclosed copy of this decision as your acknowledgment of agreement to remand this case.

Time limits were extended by mutual consent.

Sincerely,

  
\_\_\_\_\_  
Patricia A. Heath  
Grievance and Arbitration  
Labor Relations

  
\_\_\_\_\_  
Vincent R. Sombrotto  
President  
National Association of Letter  
Carriers, AFL-CIO

Date: 5/9/95

## 4.6 What to Do if Quality Deteriorates After Attaining the Quality Threshold

What delivery managers do depends on the type and amount of errors they are getting. Once the mail is going to the street, it is very important to keep it going to the street. Errors that occur in the DPS mail stream will probably be detected on the street. The intent is to ensure that DPS mail taken directly to the street without casing is properly prepared so that customers continue to receive the quality of service to which they are accustomed. While incidental decreases in the level of DPS quality cannot be traced easily or monitored daily, significant decreases are more easily identified. Further, some errors may be the result of a one-time occurrence, e.g., a sweeping error that causes mail to be out of sequence on one day. Nonetheless, when management determines through carrier input that correctable errors are present it is expected that the errors will be corrected as soon as possible. When significant consistent errors cannot be corrected the route(s) or portions of the route(s) that are experiencing the errors should be removed from the DPS sort plan until the problems are resolved.

Carriers should not case the mail! A few days of "bad" DPS mail does not justify casing.

If a carrier notifies management that errors are consistent, uncorrectable and of such magnitude that they create service and overtime problems, then the delivery manager must review those errors. Claims of consistent and uncorrectable errors usually fall into one of the following categories:

- *Multiple mailpiece errors* resulting from sweeping, loading, or sort plan problems, which are all correctable within a few days; or
- *Non-DPS errors* which include the non-DPS errors listed in section 4.2.2, and non-barcoded mailpieces that the carrier identifies as DPS errors.

If the carrier brings mail back from the street, the delivery manager must review those errors and determine the cause of them. If the delivery manager cannot

determine the cause, the mail should be photocopied and sent to the quality improvement specialist.

It is very important to find out from the carrier the nature of the problems. In many instances the carrier will have made delivery of the out of sequence mail, at other times the carrier will have brought the mail back for delivery the next day. The carrier should always deliver out of sequence mail, if they detect this mail before they reach the delivery point for that mail. If they have passed the delivery point then local policy will govern what the carriers do.

## 4.6.1 Multiple Mailpiece Errors

If an address range out of sequence or a multiple mailpieces for a single address problem exists, the above trouble shooting guide indicates that there is a loading, sweeping or sort plan problem.

If a loading or sweeping problem is diagnosed, contact the plant immediately. These problems are likely to be one time occurrences, but the plant still needs to know to make sure that corrective action is taken. When DPS mail arrives the next day, delivery managers should ensure that the carriers that had the out of sequence problem verify the sort quality using the marker cards (if they are being used) before leaving the office. Carriers should not case the mail. If an out of sequence problem is detected, carriers should put the mail in the proper sequence by removing the affected block of mail and inserting it in its proper sequence. The delivery manager must ensure that these errors are recorded on a carrier worksheet, sequence numbers looked up and resolved.

If a sort plan problem is diagnosed (4.5 Troubleshooting), corrections can be made to the sort plan immediately through Station Input and follow-up with a 1621 to make the correction in the address file. When DPS mail arrives the next day, delivery managers should ensure that the carriers that had the out of sequence problem verify the sort quality using the marker cards (if being used) before leaving the office. Carriers should not case the mail. If an out of