

**VICE PRESIDENTS, AREA OPERATIONS
MANAGER, CAPITAL METRO OPERATIONS
NALC NATIONAL BUSINESS AGENTS**

SUBJECT: Intervention Process Pilot

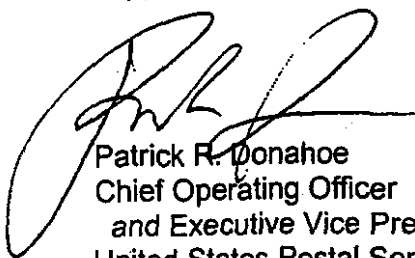
For more than five years the Postal Service and the NALC have shared the goals of reducing disputes, resolving those disputes that arise, reducing the number of disputes appealed to arbitration, and promoting the development of a professional and civil labor-management relationship. In the past four years these goals have been achieved in a majority of performance clusters.

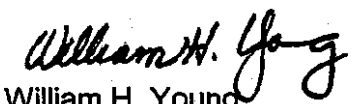
Working towards these goals, we developed, tested, and implemented a new process for dispute resolution and published the USPS-NALC Joint Contract Administration Manual. Having completed these first steps, we recognized that an oversight component was essential to continued success.

During 2001 national negotiations, we agreed to explore an oversight and intervention process that would allow the parties to identify districts that were not having the expected level of success with dispute resolution; components of success were identified in the Memorandum of Understanding Re: Article 15 – Intervention Process (MOU): timely responses, appropriate resolution rates, and educational and contractually compliant grievance decisions.

Pursuant to that MOU, the parties have met and agreed on indicators for the intervention process pilot. Attached is an outline of the intervention process that identifies the indicators. Our objective is to assist those performance clusters that have not yet achieved the expected level of success.

The intervention process is an important initiative in support of our efforts to continually improve the dispute resolution process, and our shared goal of making even greater reductions in the number of grievances that are placed before arbitrators for decision. We intend to pilot this process in selected districts, and we ask your cooperation and support.


Patrick R. Donahoe
Chief Operating Officer
and Executive Vice President
United States Postal Service


William H. Young
President
National Association of Letter
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Date: 8-28-03

USPS - NALC INTERVENTION PROCESS

Purpose: To provide a timely, proactive, and instructive joint response to local issues, which prevent the local parties from identifying, documenting, discussing, and resolving non-interpretive disputes within contractual time limits.

Responsibility: The National Business Agent (NBA) and the Area Manager, Labor Relations (AMLR), or designees, are responsible for monitoring the Step B team site(s) within their jurisdiction. When data reflects one or more of the following indicators are present, the parties will determine the cause.

- Indicators:**
1. A steady increase in grievance activity
 - Formal Step A
 - Step B
 2. Grievance processing delays
 - Formal Step A
 - Step B
 3. Reoccurring grievances
 - Formal Step A
 - Step B
 4. Step A files not properly prepared
 5. Step B resolution rate below 80%
 6. Arbitration cases not scheduled within 120 days of impasse

The NBA and AMLR, or designees, must jointly determine the underlying issue(s) of the indicators in a site. In order to make that determination the parties may:

- Collect additional data
- Consult local parties

The NBA and AMLR, or designees, will agree on an appropriate response.

Initiation:

If intervention activity is warranted, the National Business Agent (NBA) and Area Manager Labor Relations (AMLR), or designees, will jointly contact the local parties to define and discuss issues to be addressed and any additional data collection that may be needed.

Intervention:

Intervention methodology is to respond to the issue prompting the intervention.

Essential elements of intervention are:

- An assessment of underlying causes
- A timeline for completion
- Specific goals and expectations
- Record agreements between the local parties
- Encourage the local parties to develop practices that support desired conduct

After the Intervention:

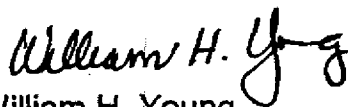
The NBA and AMLR, or designees, are responsible for post-intervention evaluation, including:

- Monitoring progress
- Providing feedback
- Closure.



Doug A. Tulino

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