

MANAGERS, HUMAN RESOURCES (AREA)
NATIONAL BUSINESS AGENTS

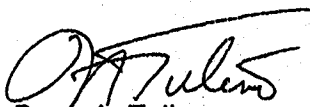
SUBJECT: USPS-NALC Intervention Process

In response to the Memorandum of Understanding Re: Intervention Process, the national parties jointly developed and delivered a training session on the process in January of this year. It was then piloted in five districts. We have reviewed the data from the pilot sites, and believe it would add value to the dispute resolution procedures already in place.

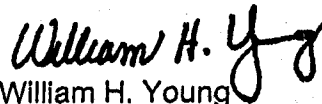
The USPS-NALC Intervention Process is a structured approach that allows the parties the opportunity to jointly analyze the effectiveness of the local dispute resolution process, and to develop customized improvement plans where there is agreement they are needed. The training provides tools and skills to facilitate development, implementation, and monitoring plans that promote local ownership of steps taken.

The USPS-NALC intervention process is the next step in addressing the way labor and management deal with disagreements. The change to article 15, the Joint Contract Administration Manual, and your continued leadership in the field have reduced both the backlog of cases pending arbitration and cases appealed to Step B. The intervention process represents our commitment to continuing the improvement in labor management relations.

Participants for the roll-out training will be selected from those area Labor Relations Managers and staff and National Business Agents and staff who did not participate in the pilots. We will be contacting you to schedule participants for two training sessions. The first training session will be held at the Bolger Academy on February 2, 3, and 4, 2005.



Doug A. Tulino
Manager
Labor Relations Policies and Programs
U.S. Postal Service



William H. Young
President
National Association of Letter
Carriers, AFL-CIO

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