

# FY23 - CSV/SOV

## CSV/SOV Variance

## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
77.50	81.88	86.25	90.63	95.00	103.00	111.00	119.00	127.00	135.00

## CSV/SOV Opportunity % SPLY

## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-99.99	-70.00	-40.01	-10.01	19.98	35.98	51.98	67.99	83.99	99.99

### Description

For Fiscal Year 2023 Customer Service Variance/Small Office Variance (CSV/SOV) will be a 2 part indicator, CSV/SOV Variance and CSV/SOV Opportunity % SPLY. Each part of the indicator will be scored to the 10 cell matrix and the GREATER of the two cells will become the overall score.

CSV/SOV Variance measures efficiency as Earned Hours divided by Actual Hours and is represented as Percent Achieved with 100% representing a target match of workhours to workload.

CSV/SOV Opportunity % SPLY is the improvement in the relative percentage of SPLY CSV/SOV Opportunity captured in the Current NPA Year. CSV/SOV Opportunity is measured as the difference between 100% and the actual Percent Achieved. If 100% or greater is achieved in the current NPA year, the result is block 10 and the score will be shown as 99.99. If 100% or greater was achieved in the prior year and less than 100% was achieved in the current year, the result is block 0 and the score will be shown as -99.99.

CSV/SOV is one portion (30%) of the Functional Effectiveness - Retail and Delivery indicator.

### Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

A CSV/SOV year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first full week ending in October and the last full week ending in September. Each monthly publishing will be YTD through the last full week of the month.

FY 2023 (Current) = October 1, 2022 to September 29, 2023  
 FY 2022 (SPLY) = September 25, 2021 to September 30, 2022

### Data Source and Calculation

**Source** - Customer Service Variance (CSV) or Small Office Variance (SOV)

CSV/SOV Variance - Actual percent achieved of Earned Hours divided by Actual Hours

**Indicator Value** -

CSV/SOV Opportunity % SPLY - Change in Percent Achieved in current CSV/SOV year as a percent of total CSV/SOV Opportunity percent in SPLY CSV/SOV year.

CSV/SOV Variance - Organizational unit (Lead Finance, MPOO, District, Area) must be active in CSV/SOV in the current CSV/SOV year and for at least 26 weeks in the SPLY CSV/SOV year. Otherwise they are considered an 'exception' and their Functional Effectiveness - Retail and Delivery will not include CSV/SOV.

$$\left( \frac{\text{Current FY Earned Hours}}{\text{Current FY Actual Hours}} \right) \times 100$$

CSV/SOV Opportunity % SPLY - Organizational unit (Lead Finance, MPOO, District, Area) must be active in CSV/SOV in the current CSV/SOV year and for at least 26 weeks in the SPLY CSV/SOV year. Otherwise they are considered an 'exception' and their Functional Effectiveness - Retail and Delivery will not include CSV/SOV.

$$\left( \frac{\text{Current Percent Achieved} - \text{SPLY Percent Achieved}}{100\% - \text{SPLY Percent Achieved}} \right) \times 100$$

**Business Rule** -

Example: If a site was at 78.00% achieved last year and finished this year with a 82.00% achieved, they closed the gap by 18.18%

$$\frac{(82.00 - 78.00)}{(100.00 - 78.00)} = \frac{4}{22} = 0.1818 \times 100 = 18.18 = \text{Cell 4}$$

Each part of the indicator will be scored to the 10 cell matrix and the GREATER of the two cells will become the overall score. EXAMPLES:

	Metric	Score	Cell	CSV/SOV FE Score
<b>EXAMPLE 1:</b>	CSV/SOV Opportunity % SPLY	-78.52	0	→ 5
	CSV/SOV Variance	98.65	5	
<b>EXAMPLE 2:</b>	CSV/SOV Opportunity % SPLY	99.99	10	→ 10
	CSV/SOV Variance	103.12	6	
<b>EXAMPLE 3:</b>	CSV/SOV Opportunity % SPLY	52.68	7	→ 7
	CSV/SOV Variance	94.65	4	
<b>EXAMPLE 4:</b>	CSV/SOV Opportunity % SPLY	-25.56	2	→ 8
	CSV/SOV Variance	121.23	8	

**Decimal Precision** -

### Data Validation

Variance Programs (variance.usps.gov) > Customer Service F-4 > CSV/SOV NPA Validation

### Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight Towards Functional Effectiveness	Total Weight Towards Composite
HQ CRDO	Nation	30.0%	12.0%
Area Retail and Delivery	Area	30.0%	12.0%
District Retail and Delivery	District	30.0%	12.0%
MPOO	MPOO	30.0%	12.0%
Post Office 22 or above	LF	30.0%	12.0%
Post Office 21-20	LF	30.0%	12.0%
Post Office 18 or below	LF	30.0%	12.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	30.0%	12.0%