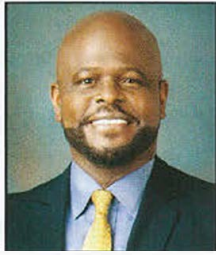


National supervisor events inspire new collaboration

I'm happy to report that we successfully conducted six different supervisors' symposiums in Atlanta, Washington, DC; and Nashville, TN.

Supervisors left recharged and equipped with the tools to be successful in leading their units.

They also returned home with a challenge to improve three metrics: timely mail distribution in accordance with their distribution up time; timely



**Chief Delivery and Retail Officer
Joshua Colin.**

movement of carriers to the street within 60 minutes in the office (90 min for walking routes); and a 50 percent reduction in stationary time.

The results are in, and they are astonishing.

Nationally, 45 percent of all Level 22 offices have shown improvements in these indicators. The Atlantic Area is currently leading with an improvement reflected in 84 percent of the offices.

It is now our charge to stay connected with the supervisors and implement a plan to ensure the communication continues to cascade down to every level.

It was important to include the

supervisors in the discussion about the communication plan, so several of them participated in an after action focus group.

This group determined the best method and frequency for the communication. Their recommendations included a regular newsletter, which is currently under development, and recurring supervisor Zoom calls — the first of which began in March.

Stay tuned as we continue to strive for a more stable and empowered workforce, a key initiative of the Delivering for America plan.