





Standard Work Instruction – PM Office Time Pull-Up Play



Note: Begin with identifying your position title and then follow the standard work process.

| Visual | Important Steps | Key Points | Reasons for Key Points |
|--|--|---|--|
|  <p>Installation Head Manager Postmaster</p> | <ol style="list-style-type: none"> Navigate to the CRDO Street Efficiency Time Dashboard Office Detail View Drill down to your office at the route level and set the date to the previous day Sort the PM Office Time high-to-low Snip carrier(s) with an unexplained PM Office Time > 0.8 and paste into an email along with your action plan to abate to your next higher-level manager with the subject CRDO PM Office Time Watch Commit and execute action plan until PM Office Times are < 0.8 | <ul style="list-style-type: none"> Identify carriers who have PM Office Times that are unexplained M-41 47: Perform such other work as the manager may direct or as is required to maintain the case and route book in good condition Execute the Red Line Play and be present when the carriers return from the street to supervise their PM office activities Stress the importance and monitor compliance of proper scanner set up for all carriers Maintain daily clock ring hygiene and clear clock ring discrepancies by the close of business Enter actions conducted, into the GIS Actionable and Trackable Dashboard, the Revelation Log and record carrier trainings on PS Form 2548 | <ul style="list-style-type: none"> Have knowledge of which carriers may be running over in the office during the PM Supervise and direct carriers in the PM Ensure you are aware of each carrier's return and if any mail or parcels were brought back. Proper scanner setup is critical to ensure the data is accurate for your review Maintain data integrity to ensure the data is actionable and reflective of your unit conditions Informs the immediate manager of findings and action plan to address the outliers' performance Control, reduce, and eliminate Office time > 0.08 |
|  <p>Postmaster MPOO MCSO</p> | <ol style="list-style-type: none"> Review PM Office Times for your unit(s) in the CRDO Street Efficiency Time Dashboard Office Detail View Review CRDO PM Office Time Watch report emails sent from Installation Heads Identify and address any opportunity office that did not submit Email CRDO PM Office Time Watch Snapshot with action plan(s) to District Manager Initiate ZOOM Meeting with opportunity offices and plan site visits | <ul style="list-style-type: none"> Identify unit(s) with expanded PM Office Times Review action plans submitted by Installation Heads and identify coaching opportunities to assist Review offices' Red Line Play procedures Set expectations for PM Office Time and discuss actionable and trackable processes to correct deficiencies Follow-up with sites that continue to struggle with PM Office Time expansion | <ul style="list-style-type: none"> Establish a clear understanding of the level of PM Office Time expansion that exists Enlist the engagement of all opportunity offices that are incurring PM Office Time expansion Ensure that the installation leadership team has an effective plan of action and provide coaching where necessary Work with units that continue to struggle to identify obstacles and communicate with your DM about the challenges |

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|  <p>District Manager</p> | <ol style="list-style-type: none"> Review PM Office Times for your district in the CRDO Street Efficiency Time Dashboard Office Detail View Review the CRDO PM Office Time Watch Snapshot emails from Postmaster, MPOO, and/or MCSO Identify and address any opportunity office that was not addressed Email CRDO PM Office Time Watch Snapshot with action plan(s) to Area Vice President Initiate a ZOOM Meeting with MPOOs, MCSOs, CSOMS, Level 1 PM and follow-up on progress | <ul style="list-style-type: none"> Identify PM Office Time opportunities Review action plan(s) submitted Keep focus on all units with expanded PM Office Times Set expectations for PM Office Time and discuss abatements for obstacles encountered Follow-up about sites that continue to struggle to identify coaching opportunities | <ul style="list-style-type: none"> Monitor PM Office Time to maintain district focus on opportunities Ensure leadership engagement surrounding PM Office Time and Red Line Play execution Identify coaching opportunities and provide necessary coaching Ensure a collective effort by the District to combat PM Office Time expansion |
|  <p>Area Vice President</p> | <ol style="list-style-type: none"> Review PM Office Times for your area in the CRDO Street Efficiency Time Dashboard Office Detail View Review the CRDO PM Office Time Watch Snapshot emails from District Managers Identify and address any opportunity office that was not addressed Email CRDO PM Office Time Watch Snapshot with action plan(s) to CRDO Initiate a ZOOM Meeting with the DMs and follow-up on progress | <ul style="list-style-type: none"> Identify PM Office Time opportunities Set expectations for PM Office Time and discuss abatements for obstacles encountered Share PM Office Time status and progress of resolutions Identify leadership engagement and coaching opportunities | <ul style="list-style-type: none"> Confirm awareness and focus on PM Office Time expansion with District Managers Ensure leadership is engaged and efforts made to help remove roadblocks encountered |