





Standard Work Instruction – Stationary 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 data-bbox="103 1024 259 1092">Installation Head Manager Postmaster</p>	<ol style="list-style-type: none"> 1. Navigate to the CRDO Street Efficiency Time Dashboard Street Detail View 2. Drill down to your routes, set date to previous day, and sort Total Stationary Time high-to-low 3. Each supervisor selects three different opportunity carriers with stationary time 4. Email snip of the opportunity carriers, their stationary details from CRDO Street Efficiency Time Dashboard Street Detail View, and action plan/progress to your next higher-level manager with the subject CRDO Stationary Time Watch 5. Commit to action plan to abate all stationary opportunities 	<ul style="list-style-type: none"> • Each supervisor identifies a set of three different opportunity carriers to drive their stationary time • Utilize CRDO COMPASS to deep dive carrier stationary events • Huddle with immediate manager and discuss findings and action plan • Each supervisor maintains focus on their selected group of three carriers until stationary opportunities are abated • Once an opportunity is abated, select another until all stationary opportunities are addressed • Enter actions conducted in GIS Dashboard and Revelation Log and record carrier trainings on PS Form 2548 	<ul style="list-style-type: none"> • Each supervisor adopting three opportunity carriers, helps to quickly drive down stationary times • The collective ownership of addressing the opportunity carriers helps to quickly drive the units over all stationary time down • Use COMPASS to identify stationary event locations to help facilitate conversations with opportunity carriers • Maintain communication with your immediate supervisor to communicate progress and obstacles encountered • Commitment to selected opportunities ensure abatements stick • Continue process on a rolling basis to address all stationary opportunities in the unit
 <p data-bbox="126 1738 233 1806">Postmaster MPOO MCSO</p>	<ol style="list-style-type: none"> 1. Review the Stationary Times for your unit(s) from the CRDO Street Efficiency Time Dashboard Street Detail View 2. Review CRDO Stationary Time Watch emails from Installation Heads and identify opportunity offices that did not submit 3. Email CRDO Stationary Time Watch Snapshot with action plan that particularly focuses on the top five opportunities, to District Manager 4. Initiate ZOOM Meeting with opportunity offices 	<ul style="list-style-type: none"> • Review stationary opportunities for your unit(s) • Compare with employees identified by Installation Heads to focus efforts on top opportunities • Each unit must identify their stationary opportunities and provide an action plan to abate • Communicate with District Manager on the top five opportunities and the unit's progress to address the opportunities • Follow up with unit(s) to provide assistance and coaching if needed and gauge progress and review GIS entries the unit made 	<ul style="list-style-type: none"> • Identify stationary opportunities for your unit(s) to gauge the amount and selection(s) of your Installation Head(s) • Work with management team to remove obstacles and provide coaching when needed • Update District Manager on action plan(s) and progress on addressing opportunities • Maintain focus on selected opportunities to ensure abatements stick

Visual	Important Steps	Key Points	Reasons for Key Points
 <p>District Manager</p>	<ol style="list-style-type: none"> 1. Review the district Stationary Times from the CRDO Street Efficiency Time Dashboard Street Detail View 2. Review CRDO Stationary Time Watch Snapshot emails from Postmaster, MPOO, and/or MCSO 3. Identify and address any opportunity office that was not addressed with emails 4. Email CRDO Stationary Time Watch Snapshot, with action plan that particularly focuses on the top five opportunities, to Area Vice President 5. Initiate a Zoom Meeting with MPOOs, MCSOs, CSOMS, Level 1 PM and follow-up on progress 	<ul style="list-style-type: none"> • Review stationary opportunities for your district • Review progress and action plan(s) to help identify and remove obstacles • Identify the level of Leadership engagement (Skill vs Will) • Provide direction when needed to maintain focus on driving down stationary time in your district 	<ul style="list-style-type: none"> • Maintain awareness of stationary trends and opportunities for the district • Ensure leadership engagement with the process and identify obstacles impeding progress
 <p>Area Vice President</p>	<ol style="list-style-type: none"> 1. Review the area Stationary Times from the CRDO Street Efficiency Time Dashboard Street Detail View 2. Review CRDO Stationary Time Watch Snapshot emails from District Managers 3. Identify and address any opportunity office that was not addressed 4. Email the CRDO Stationary Time Watch Snapshot, with action plan that particularly focuses on the top five opportunities, to CRDO 5. Initiate a ZOOM Meeting with the DMs and follow-up on progress 	<ul style="list-style-type: none"> • Review stationary opportunities for your area • Review action plan(s) to assist with obstacles encountered • Identify level of Leadership engagement (Skill vs. Will) 	<ul style="list-style-type: none"> • Confirm awareness of district managers on stationary opportunities • Ensure collective effort to address and reduce stationary time • Ensure leadership engagement and the required resources are available to remove obstacles preventing progress