Process Begins *when*
Customer wants to mail a document/package

Process complete *when*
Mail piece reaches next destination

What helps us know why, when, and how do we do what we do? Provides direction
USPS regulations and guidelines
MCPS regulation EGC-RA; KEA-RA
Bulk Mail guidelines
DOT guidelines

What do we need to do this process?
Small packages to be delivered
PONY mail to be delivered
U.S. Mail to be delivered
Copy Plus documents to be delivered

What do we produce or deliver with this process?
Mail delivered to destination

Where do we do it, and who/what helps us to do the process? People, equipment, facilities, systems
School staff
DMM Drivers
PONY staff
Vehicles

Performance Measures
M – 1 Qty U.S.; PONY; Copy Plus mail
M – 2 Time to Process
M – 3 Customer satisfaction
M – 4 Cost per piece

To Key Process
Mail Services: Provide Mail Service

Trigger Event

School Staff
- Mail prepared for delivery
  - School staff places mail into PONY bag
  - Mail placed in PONY bag
  - Mail delivered

PONY Driver
- Mail prepared for delivery
  - Delivers mail and picks up mail deposited at location
  - PONY Driver loads truck with outgoing mail
  - Deliver mail and picks up mail deposited at location

Mailroom Staff
- Mail prepared for delivery
  - Sort incoming mail by location (Copy-Plus)
  - Mail delivered

Performance Measures

M – 1 Quantity of PONY, U.S. and Copy Plus mail
M – 2 Cycle time to complete mail delivery
M – 3 Customer satisfaction with program
M – 4 Cost per piece