
DOIS

Delivery Operations
Information System

Agenda

- DOIS – the latest in a long series
 - History of the series
 - History of USPS non-discipline commitment
 - The calculations and problems of DOIS
 - The formula
 - The problems
 - Analysis DOIS concurrent with actual C&I
 - Summary
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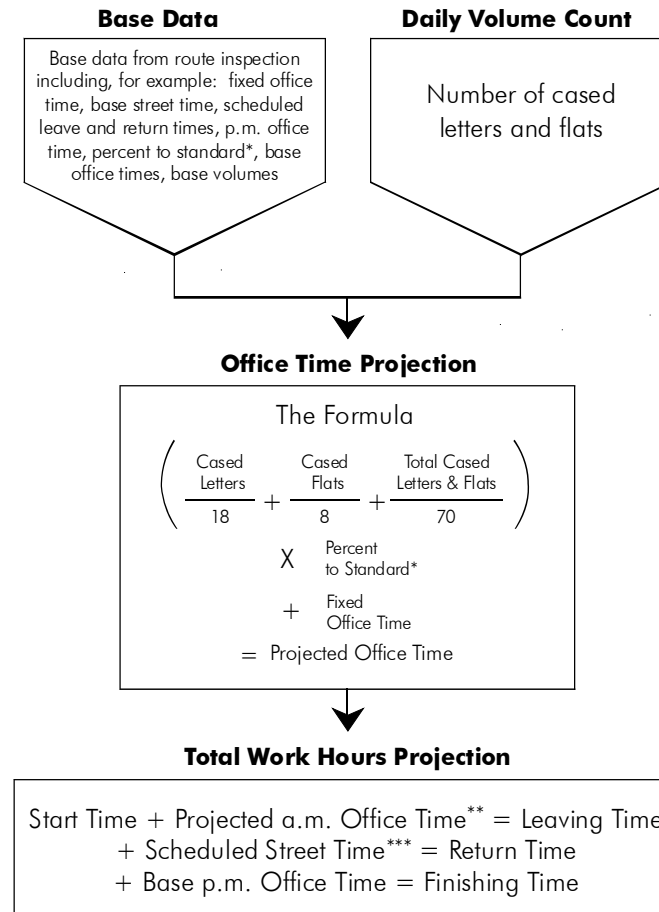
DOIS – the latest in a series

- 1979 DUVRS Delivery Unit Volume Recording System
 - 1983 DUVRS Daily Unit Volume Recording System
 - 1988 PCRS Piece Count Recording System
 - ????? DSIS Decision Support Information System
 - 1998 POST Projected Office Street Time
 - 2001 DOIS Delivery Operations Information System
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No discipline

- 1979 MI PO 610-79-24
 - 1984 Step 4 (M-00498)
 - 1985 Step 4 (M-00364)
 - 1987 Step 4 (M00813)
 - 1988 MI PO-610-1998-3
 - 2001 Pre-arb (M-01444)
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The DOIS formula



DOIS problems

- Faulty base data
 - Errors in office time
 - Errors in street time
 - Faulty daily mail volume data
 - Actual workhours misstated in system
 - Not properly transferred
 - Factors not measured by DOIS
 - Volume factors
 - Work requirements
 - Personal factors
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DOIS SURVEYS

A Comparison With Route
Inspection Data

Hollywood

Station: MPO

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:09**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:06**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:03**

Percent of carriers under standard for week of count and inspection. **90%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **23%**

Average difference: :15 Maximum: :30

Hollywood Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **0%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **36%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **76%**

Kalamazoo

Station: Miller

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:09**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:05**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:10**

Percent of carriers under standard for week of count and inspection. **100%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **0%**

Average difference: :31 Maximum: :52

Kalamazoo Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **0%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **22%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **62%**

Dickinson

Station: Main

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:17**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:08**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:10**

Percent of carriers under standard for week of count and inspection. **100%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **0%**

Average difference: :24 Maximum: :45

Dickinson Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **1%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **10%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **80%**

Bridgeport

Station: Bayview

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:26**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:04**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:29**

Percent of carriers under standard for week of count and inspection. **80%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **30%**

Average difference: :06 Maximum: :16

Bridgeport Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **0%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **15%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **42%**

Provo

Station: MPO

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:11**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:09**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:12**

Percent of carriers under standard for week of count and inspection. **70%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **0%**

Average difference: :19 Maximum: :44

Provo Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **0%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **16%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **57%**

Boston

Station: Fort Point

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:35**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:12**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:31**

Percent of carriers under standard for week of count and inspection. **90%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **0%**

Average difference: 1:08 Maximum: 3:47

Boston Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **0%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **No Information**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **No Information**

San Antonio

Station: Lockhill

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:11**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:09**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:12**

Percent of carriers under standard for week of count and inspection. **100%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **89%**

Average difference: :18 Maximum: :18

San Antonio Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **0%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **24%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **44%**

Denver

Station: Stockyards

Random Sampling: 10 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:10**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:06**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:13**

Percent of carriers under standard for week of count and inspection. **100%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **0%**

Average difference: :32 Maximum: 1:09

Denver Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **0%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **9%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **56%**

All Installations

Random Sampling: 80 Routes

Average daily difference between inspection standard and DOIS Standard.
(Reflects volume and fixed office time differences) **:16**

Average daily difference between inspection standard and DOIS standard after
adjusting DOIS to inspection volume. (Reflects differences in fixed office times) **:08**

Average daily difference between DOIS standard using DOIS volume and
DOIS standard using inspection volume. (Reflects differences in volumes) **:15**

Percent of carriers under standard for week of count and inspection. **92%**

Percent of routes that the DOIS base street time matches the daily
scheduled street time used in DOIS. **17%**

Average difference: :30 Maximum: 3:47

All Installations Continued

Percent of routes that the office time calculated on the base volumes in DOIS is equal to either the base office time or the scheduled office time in DOIS. **1%**

Percent of days that DOIS indicates the carrier is over standard while the route inspection indicates the carrier is under standard. **19%**

Percent of days where there is a difference between DOIS office hours and inspection office hours on the route. **62%**

Summary

- DOIS is only the latest in a long series of management programs to monitor work
 - USPS has right to monitor workload/hours
 - But the program does not create standards
 - And may not be used as basis for discipline
 - DOIS inaccuracies
 - Knowledge is power
 - Carriers who understand the process are better able to withstand it
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