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
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
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)
**The DOIS formula**

**Base Data**
Base data from route inspection including, for example: fixed office time, base street time, scheduled leave and return times, p.m. office time, percent to standard*, base office times, base volumes

**Daily Volume Count**
Number of cased letters and flats

**Office Time Projection**

The Formula

\[
\left( \frac{\text{Cased Letters}}{18} + \frac{\text{Total Cased Letters & Flats}}{70} \right) \times \text{Percent to Standard*} + \text{Fixed Office Time} = \text{Projected Office Time}
\]

**Total Work Hours Projection**

Start Time + Projected a.m. Office Time** = Leaving Time
+ Scheduled Street Time*** = Return Time
+ Base p.m. Office Time = Finishing Time
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
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**
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
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
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
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%
<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average daily difference between inspection standard and DOIS Standard. (Reflects volume and fixed office time differences)</td>
<td>35</td>
</tr>
<tr>
<td>Average daily difference between inspection standard and DOIS standard after adjusting DOIS to inspection volume. (Reflects differences in fixed office times)</td>
<td>12</td>
</tr>
<tr>
<td>Average daily difference between DOIS standard using DOIS volume and DOIS standard using inspection volume. (Reflects differences in volumes)</td>
<td>31</td>
</tr>
<tr>
<td>Percent of carriers under standard for week of count and inspection.</td>
<td>90%</td>
</tr>
<tr>
<td>Percent of routes that the DOIS base street time matches the daily scheduled street time used in DOIS.</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Average difference:** 1:08  **Maximum:** 3:47
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
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