



September 28, 2018

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7018 0360 0001 9950 5734

Dear Brian:

As a matter of general information, the Postal Service has partnered with Maga Design to conduct observations and feedback sessions in retail and mail processing facilities.

The purpose of the assessments is to further our efforts to improve our customer experience by focusing on the employee's day-to-day activities. The assessments will be done through a combination of focus groups, interviews and/or observations with craft and EAS employees. Participation is voluntary and will be on-the-clock.

The assessments are anticipated to begin in early October. Additional information will be forthcoming once the facility locations have been determined.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean".

Rickey R. Dean
Manager
Contract Administration (APWU)