



MODULE 7 – The DOIS Commitment

Duration	Approximately 45 minutes.
Description	This module summarizes DOIS Advantages and reviews participants' expectations of the DOIS for End Users course that were set in Module 1. It encourages delivery unit supervisors to return to their units prepared and motivated to use DOIS.
Module Activities	Topic 7.1: DOIS Advantages and Summary
Target Skills	Upon completion of this module, participants will be able to: <ul style="list-style-type: none">• Identify DOIS Advantages;• Ensure that their expectations have been met.



TOPIC 7.1

DOIS Advantages & Summary

Target Skills

Upon completion of this activity, participants will be able to:

- Identify DOIS Advantages;
- Ensure that their expectations have been met.

Introduction

STATE

In the final module of DOIS for End Users, we:

- Ensure your expectations listed on the Expectations Rip-chart have been met;
- Summarize key points drawn from the course objectives on the DOIS for End Users Objectives Rip-chart;
- Complete an analysis on how prepared you are to use DOIS;
- Discuss and debrief the DOIS Advantages Rip-chart we have been adding to throughout the DOIS for End Users course.

FACILITATOR NOTE

Facilitators should work together to complete Topic 7.1. If any questions remain on the Parking Lot Rip-chart, they should be answered during this topic.

If the question warrants further research on the facilitator's part, then they should ensure they follow up on the issue and get back to the participant within 48 hours. Inform the participants how the answers will be distributed to them.

Discussion *Expectations*

STATE

Let's review the Expectations and Objectives Rip-chart.

FACILITATOR NOTE

If all expectations and objectives are achieved in the course, participants should feel prepared to use DOIS. Participants should also feel motivated if a good list of DOIS Advantages was created.



Move the Expectations Rip-chart and the DOIS for End Users Objectives Rip-chart to the front of the room.

STATE

Please take a few minutes to look over the expectations listed on the rip-chart.

ASK

Does anyone have any questions about the expectations that are listed?

ASK

As a class, have your expectations been met during the DOIS for End Users course?

RESPOND to participant comments and concerns.

FACILITATOR NOTE

If a participant feels that their expectation(s) was/were not met and feels unprepared as a result, the facilitators should attempt to resolve the issue on the spot.

Like unanswered questions, if the issue warrants further research on the facilitator's part, then they should ensure they follow up on the issue and get back to the participant within 48 hours.

Facilitators may recommend completing the Computer-Based Training, or remind the participants to use Performance Support resources.

STATE

You have learned many new skills in the DOIS for End Users course. Let's review the course objectives.

- Analyze DOIS data to make well-informed decisions that positively impact the performance of the delivery unit.
- Maintain routes through minor adjustment activities.
- Manage more proactively by performing planning activities in DOIS which maximize office productivity and maintain consistent Time of Day Delivery (TODD).

ASK

What questions do you have about using DOIS to achieve these objectives?



ASK

What questions do you have about Performance Support resources?

STATE

The objectives identified throughout the DOIS for End Users course were intended to help you become prepared to use DOIS.

ASK

How prepared do you think you are compared to yesterday morning?

FACILITATOR NOTE

If a concern is raised that has not been covered/discussed in the DOIS for End Users course, facilitators should attempt to respond to participant concerns using information already covered in the DOIS for End Users course. For example, if completing a Formal Route Adjustment was raised as a concern, facilitators should refer the participants to the Computer-Based Training that contains the Route Inspections and Adjustment Activities.

STATE

You will continue to feel better prepared as you begin using DOIS in your delivery unit. However, you may find transitioning to DOIS a challenge.

Discussion

DOIS Commitment

STATE

If you find that you are struggling with the transition, think about this quote:

“For a lot of people, coping with change is like trying to find their way around a new city with a map of their old city.” – Anonymous

FACILITATOR NOTE

Ask one of the US Postal Service Representatives in the room to talk about a challenging change experience that they went through in their job at the US Postal Service. The focus of their experience should be that change is definitely not easy, but with time and experience things get better.



Making DOIS Successful

STATE

There are a number of key points that will ensure DOIS success in your delivery units.

1. Ensure carriers clock correctly. This saves you time from making clocking edits and the information for your reports are more accurate.
2. Ensure you are entering accurate mail volume. DOIS projections are based on workload. If the mail volume is entered correctly and on-time, DOIS provides you information to make decisions.
3. Start addressing carriers based on demonstrated performance and workload instead of base and SPLY.
4. Determine a time when you can discuss the Workload Status report and the Route Carrier Daily Performance report with your manager.
5. Ensure the delivery unit's base data is correct before entering it into DOIS. This ensures that you have better data to help you manage your delivery unit.
6. Ensure all of your union practices are in line with the National Agreement.
7. Look at your delivery unit practices and compare them to best business practices.

STATE

If these practices are followed, DOIS can be very successful in your delivery units.

STATE

The lessons learned from this experience should be applied to the **DOIS Commitment**: You should commit to using DOIS to manage your delivery unit, even though it may take time to become familiar with it.

ASK

From what you understand about DOIS so far, what changes do you believe will be necessary in your delivery unit to make DOIS successful?

Possible responses include, but are not limited to:

- Use DOIS to manage the workload.
- Managers should support the use of DOIS. They should also commit to the success of DOIS by allowing for the



initial transition period.

Activity

DOIS Commitment

STATE

Spend a few minutes thinking of five to seven personal short-term goals you plan to complete in order to make DOIS successful in your delivery unit.

ASK

How do you plan to make a commitment to DOIS?

Possible responses include, but are not limited to:

- Use the DCD to capture mail volumes.
- Use the DOIS for End Users CBT and On-Line Help.
- Ensure carriers swipe the EBR correctly.

Discussion

DOIS Advantages

STATE

Let's take a final look at the list of DOIS Advantages.

FACILITATOR NOTE

1. *Move the DOIS Advantages Rip-chart to the front of the room.*
 2. *Each point on the DOIS Advantages Rip-chart should be discussed.*
 3. *Facilitators should play an active role in this discussion. They should add advantages into the discussion as they see fit, and emphasize the advantages outlined below.*
 4. *Facilitators should add advantages to the rip-chart if they have not already been listed.*
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ASK

What additional advantages do you want to add to the DOIS Advantages Rip-chart?

Possible responses include, but are not limited to:

- Supports informed daily decisions based on updated information.
- Supports office efficiency and route adjustment implementation.
- Supports Voice of the Customer through efficient route coverage.



- Provides additional skill building opportunity for the employee (VOE).
- Supports the optimization of delivery unit resources.
- Supports Voice of the Business (VOB) by maximizing efficient office and street practices, enhancing Economic Value Added (EVA) to USPS' bottom line.
- Supports consistent time of day delivery (TODD).
- Promotes ease of use through windows-based functionality.
- Reduces manual data entry by providing direct interfaces to some US Postal Service systems.
- Promotes access to automated route inspection and route adjustment information.
- Reduces the number of times carrier and route base data is entered in USPS applications.
- Supports delivery unit supervisors in planning for upcoming vacancies.

Summary

DOIS for End Users Course Evaluation

STATE

Thank you for attending the DOIS for End Users course.

EXPLAIN

Before you leave, please fill out the DOIS for End Users course evaluation form. Your feedback is important to the success of DOIS courses. We want to ensure that the training your peers receive is informative and enjoyable. Your comments and suggestions will assist us in achieving this goal.

STATE

As mentioned in Module Six, some of you may be attending tomorrow's Data Verification session. The district data team has entered and made the necessary adjustments to the data you provided prior to training. Tomorrow, you will verify this information and making further adjustments to enable the office side of DOIS.

ASK

What questions do you have about the Data Verification session?

STATE

Thanks for your participation over the last two days!



END OF DOIS for End Users.