



DELIVERY OPERATIONS
INFORMATION SYSTEM

United States Postal Service

DOIS for Managers

Participant Guide

Course Number 44261-00

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**United States Postal Service
Employee Development
475 L'Enfant Plaza SW
Washington, DC 20260-4215**

Use of Training Materials

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A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation, and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive to everyone.

Course materials and lectures, classroom debates, and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis.

Instructors have a professional obligation to provide a safe, discrimination free, and sexual harassment free learning environment.

Class participants are asked to support zero tolerance of behavior that violates these commitments.

If you find course material that is presented in the classroom, or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers; to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.



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Course Description

DOIS for Managers prepares and motivates participants to promote the use of DOIS to delivery unit supervisors and other DOIS users. Participants in this course gain a functional understanding of DOIS that enables them to use DOIS data to manage delivery operations.

Target Audience

Managers

Participants of this course are those who manage DOIS end users. These individuals include, but are not limited to the following, managers of operations program support, managers of post office operations, managers of customer service, postmasters with delivery unit supervisors, and customer service operations managers.

Total Instructional Time

Approximately 4 hours.

Key Purpose of Course

DOIS for Managers is designed to prepare and motivate managers to promote DOIS and use data to manage delivery operations.

Course Objectives

Upon completion of DOIS for Managers, participants will be prepared to better manage delivery unit operations using DOIS.

Participants will learn how to:

- Understand the history and background of DOIS;
- Use DOIS reports and forms to better analyze the delivery operations;
- Recognize the major functions in DOIS;
- Encourage the use of performance support.

Target Skills

After taking this course, participants should be able to:

- Describe DOIS;
- Identify participant expectations of this course;
- Discuss the course agenda;
- Discuss the course ground rules;
- Identify the course objectives;



- Describe the Workload Status window;
- Understand the functions accessible from the Supervisor Workbench;
- Recognize office reports and forms;
- Understand route inspections and adjustments functions in DOIS;
- Recognize route inspections and adjustments reports and forms;
- Describe and use DOIS performance support resources;
- Describe the advantages of DOIS to delivery unit supervisors;
- Describe the advantages of DOIS to managers;
- Understand the role of managers in ensuring DOIS success.



Course Agenda

| | | |
|------------------------------------|---|--------------------|
| Module 1 | DOIS Overview | 15 minutes |
| Topic 1.1 | Introduction to DOIS | 15 minutes |
| Module 2 | DOIS Office Planning Functions | 2 hours |
| Topic 2.1 | Workload Status Window | 15 minutes |
| Topic 2.2 | Supervisor Workbench | 1 hour, 15 minutes |
| Break | | 15 minutes |
| Topic 2.3 | Office Reports and Forms | 30 minutes |
| Module 3 | DOIS Route Inspections and Adjustments | 1 hour |
| Topic 3.1 | Route Inspections and Adjustments Workbench | 30 minutes |
| Topic 3.2 | Route Reports and Forms | 30 minutes |
| Module 4 | Managing with DOIS | 30 minutes |
| Topic 4.1 | Using Performance Support | 15 minutes |
| Topic 4.2 | Ensuring DOIS Success | 15 minutes |
| Total Estimated Course Time | | 4 hours |

Note: All timings are approximate and may vary somewhat from one class to another. Variations depend on the pace at which the participants complete activities.

MODULE 1 – DOIS Overview

Introduction

This module serves as an introduction to Delivery Operations Information System (DOIS). In this module, the facilitator explains the history and background of DOIS. The facilitator also describes how the class is run and concludes with a discussion of the advantages of DOIS.

Target Skills

Upon completion of this module, you will be able to:

- Describe DOIS;
- Identify participant expectations of this course;
- Discuss the course agenda;
- Discuss the course ground rules;
- Identify the course objectives.

Outline for Module 1

| | | |
|----------------|----------------------|------------|
| Day One | Introduction to DOIS | 15 minutes |
|----------------|----------------------|------------|

MODULE 2 – DOIS Office Functions

Introduction

This module introduces managers to Office functions as they are conducted in DOIS. The two main windows, the Workload Status window and Supervisor Workbench, are discussed. The facilitator also presents the reports and forms accessed through these windows.

Target Skills

Upon completion of this module, you will be able to:

- Describe the Workload Status window;
- Understand the functions accessible from the Supervisor Workbench;
- Recognize office reports and forms.

Outline for Module 2

| | | |
|----------------|--------------------------|-------------------|
| Day One | Workload Status window | 15 minutes |
| | Supervisor Workbench | 1 hour 15 minutes |
| | Office Reports and Forms | 30 minutes |



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Please refer to the next page for the Workload Status Report.



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Please refer to the next page for the Route/Carrier Daily Performance Report.



Please refer to the next page for the Adjustment Analysis Report.

Please refer to the next page for the Usage Statistics Report.



Please refer to the next page for the Workhour/Workload Report.

MODULE 3 – DOIS Route Inspections and Adjustments

Introduction

This module introduces managers to the Route Inspections and Adjustments Workbench window of DOIS. This window is used to record route inspections and adjustments as they are conducted in DOIS. The reports and forms used to perform and implement route inspections and adjustments are also reviewed.

Target Skills

Upon completion of this module, you will be able to:

- Understand route inspections and adjustments functions in DOIS;
- Recognize route inspections and adjustments reports and forms.

Outline for Module 3

| | | |
|----------------|---|------------|
| Day One | Route Inspections and Adjustments Workbench | 30 minutes |
| | Route Inspections and Adjustments Reports and Forms | 30 minutes |

Route Inspections and Adjustments chart

This chart shows the activities completed during the route inspection and adjustment process. Checkmarks indicate which activities each application supports. DOIS provides functionality for completing all activities conducted during the route inspection and adjustment process.

| | Advance Prep | Conduct Inspection | Analyze Data | Make Adjustment | 52 Day Implement. |
|---------------|---------------------|---------------------------|---------------------|------------------------|--------------------------|
| DRS | | | | ✓ | |
| PITA | ✓ | | | | |
| RES | | ✓ | | | |
| Manual | ✓ | ✓ | | | |
| DOIS | ✓ | ✓ | ✓ | ✓ | ✓ |

MODULE 4 – Managing with DOIS

Introduction

In this module, managers discuss how to use DOIS Performance Support. There is also another discussion about the advantages of DOIS as the course concludes.

Target Skills

Upon completion of this module, you will be able to:

- Describe DOIS performance support resources;
- Describe the advantages of DOIS to supervisors;
- Describe the advantages of DOIS to managers;
- Understand the role of managers in ensuring DOIS success.

Outline for Module 4

| | | |
|----------------|---------------------------|------------|
| Day One | Using Performance Support | 15 minutes |
| | Ensuring DOIS Success | 15 minutes |

Performance Support Pie

