



PWUA UPDATE NO 6....19 FEB 2024

KPI FEEDBACK REQUESTED FROM PWUA MEMBERS

Please let us know asap whether you agree, disagree or have any feedback regarding the following minutes from our first meeting.

1. Posties would benefit from further education around KPI's and how these indicators are used, this could include a fact sheet being created outlining what they are and how they are calculated. *Do you have any recommendations?*
2. Anecdotally the KPI system has no effect on the current Auckland based performance incentive, they are separate programs. *Is this true?*
3. KPI's need to be fair, reasonable and achievable and capture all run varieties throughout the country. This could be by implementing a points system applied to each run based on predetermined factors. It was noted this system could become overcomplicated. *Any ideas on how to achieve this?*
4. Examples of runs and their KPI performance have been requested, top 5/ bottom 5 runs could be used to help implement a fair KPI model. *Any run suggestions?*
5. The KPI system is an indication of run performance and works best used as a tool to compare individual runs over a period of time, comparing 2 runs against each other may not give a true indication of postie performance due to many factors, including time travelled to and from run and difficulty of run, an example of this would be comparing a heavily urbanised run against a commercial area.

According to DX :

"To clarify, currently the only 'points system' in use is in regards to envelope size, we currently use Cost/Item as a primary metric to evaluate staff performance. However, this metric does not take into account the differences between DLE, C5, and Oversize mail, which require varying levels of effort to deliver. In order to address this issue, we have decided to convert each type of mail into a point system, as follows :

- 1 DLE: 1 Point
- 1 C5: 2 Points
- 1 Oversize: 3 Points

*For example, if a postie delivers 500 DLE, 10 C5, and 20 Oversize items, their total points would be calculated as follows: $500 + (10 * 2) + (20 * 3) = 580$ Points. We will use this point system to measure a new metric called Cost/Point, which is currently targeted at being less than or equal to \$0.26/Point (reviewed annually).*

Additionally, we have the option to create RUN ID categories that indicate the difficulty of each delivery run, with some being more challenging than others (Business zone, Airport, Industrial Zone). Specifically, we can categorize runs as either A (easy) or B (difficult). Posties who deliver for B runs could receive a 20% extra point bonus.

Our KPI's are currently set as below

Total \$ / Item – *calculates the total cost of delivery, includes postie delivery/ sort, generic bike maintenance allowance and KM's travelled*

Delivery \$ / Item – *calculates only postie delivery costs (excludes sort time), generic bike maintenance allowance and KM's travelled*

Total \$ / Point – *As per Total \$ / Item however mail is converted to points as above.*

Delivery Rate / Hour – *Items delivered per hour, includes total hours worked by postie against total items delivered.*

Please email your list of ideas to your local organiser. We will be scheduling another meeting soon.

Encourage your workmates to JOIN us at www.pwua.org.nz \$4.95 (Full time) and \$2.95 (Part time)

Each year of the collective agreement, **only members will be entitled to NZQA training** or any course up to a maximum value of \$250 per year. Contact your DX manager for more information.