

STANDARDS OF TIMELINESS

PWS REF.	ACTIVITY	STANDARD	*AER	**MDS
5.2.1	Processing incoming mail	Completed by scheduled mail run the following day	1%	N/A
5.2.2	Processing outgoing mail	Completed same day if recd by 1030. If received after 1030, by 1030 next day.	1%	N/A
5.2.3	Processing distribution list items	Completed within 2 days of receipt	1%	Completed within 3 days of receipt
5.3.1	Providing mail pickup/delivery at NRL	Completed within 1-1/2 hours	1%	Completed within 2 hours
5.3.2	Providing special internal pickup/delivery	Completed within 1 hours of request	1%	Completed within 2 hours
5.3.3.	Providing courier service	Completed within 4 hours	1%	Completed within 5 hours
5.3.4	Updating delivery schedules	Completed within 1 day of receipt of change	1%	Completed within 2 days of receipt of change
5.4.1	Maintaining control mail accountability	Obtained signatures upon exchange of custody	0%	N/A
5.7.1	Processing NRL Code Directory	Printer-ready copy submitted to COR by 31 Mar, 30 Jun, 30 Sep, and 31 Dec	1 time per year	Final proof submitted to COR by 10 Apr, 10 Jul, 10 Oct, and 10 Jan
5.8.1	Processing NRL Organizational Index	Printer-ready copy submitted to COR by 30 Jun	1 time per year	Final proof submitted to COR by 10 Jul
5.9.1	Processing NRL's submission to the DOD Telephone Directory	Submitted to COR three times per year, 10 workdays prior to due date as set by DOD	1 time per year	Submitted to COR three times per year, 5 workdays prior to due date as set by DOD
5.14.1.1	Opening and determining codes and action for incoming mail	Completed by 1200 same day	1%	N/A
5.15.3.3	Processing records for disposal	Transmittal/Destruction Sheets submitted to NRL Archivist annually by 31 Jan	1 time per year	Transmittal/Destruction Sheets submitted to NRL Archivist by 28 Feb

*AER - Acceptable Error Rate

**MDS - Maximum Deviation from Standard