

# Strategic Planning and Performance Management

**T**he Strategic Planning and Performance Management Group oversees and coordinates U.S. Postal Inspection Service initiatives related to its goals and objectives. The group supports the Inspection Service's overall mission by developing strategic responses to short- and long-term operational and organizational challenges.

Strategic Planning and Performance Management staff help develop the Postal Inspection Service's annual management cycle

by formulating its fiscal year objectives, monitoring progress in achieving the objectives by measuring and analyzing performance, and communicating each group's results to senior management to promote the Inspection Service's attainment of its strategic, investigative, and transformational goals.

As part of its performance management responsibilities, the group oversees policies related to investigative case management, subject categories for cases, and case-reporting requirements to promote performance management. Additionally, staff coordinate and implement a quality assurance process to ensure that all Inspection Service groups comply with established policies, regulations, and laws.

During FY 2003, the Strategic Planning and Performance Management Group worked with the National Leadership Team to set goals and objectives for FY 2004 through FY 2005. A focus on security was recognized as a new imperative for the Postal Inspection Service, requiring proactive goals and strategies to mitigate risks from and vulnerabilities to possible terrorist attacks.

The Strategic Planning and Performance Management Group also supported the Postal Service's Transformation Plan in FY 2003 by developing and implementing corresponding initiatives for the Postal Inspection Service. All planned projects were evaluated to ensure they capitalized on opportunities that safeguard the safety,

security, and integrity of the mail and the U.S. Postal Service.

Group staff worked with members of each Postal Inspection Service group to develop project plans to be used as a foundation for the Postal Inspection Service's Transformation Plan. They tracked each group's progress toward reaching goals and provided ongoing status reports to the Postal Service. Employing input from senior executives, the group also finalized a system to allow the Postal Service to measure the Inspection Service's progress in reaching Transformation Plan goals.

Also during FY 2003, the responsibility for monitoring the field divisions and Headquarters groups was assigned to the Strategic Planning and Performance Management Group. To fulfill that responsibility, staff performed on-site quality assurance reviews for six field divisions: Detroit, Philadelphia, Denver, Atlanta, Pittsburgh, and Ft. Worth.