



MTAC TASK TEAM GUIDELINES

DESCRIPTION

An MTAC Task Team is comprised of industry and postal participants who are focused on a clearly defined task, most often with a short completion deadline. The working time period is determined by the MTAC Executive Committee. A Task Team differs from a Work Group in that it is less structured but has a higher level of oversight, and is intended to reach its conclusion in a strict, often urgent, period of time. A Task Team issue is usually one that does not impact the entire mailing industry, allowing it to be addressed with a small, selective group of participants.

The Industry Vice-Chair will serve as the Executive Team Sponsor and have direct oversight of all Task Teams to ensure prompt and successful completion of the desired results.

SUBMISSION OF NEW/PROPOSED ISSUES

Any MTAC representative or Postal Service USPS executive may propose the formation of a new Task Team. The proposal – in the form of an issue statement (template available on PostalPro) – is submitted to the MTAC Program Manager and/or MTAC Program Team Leader for consideration by the Executive Committee. The Executive Committee will discuss the suitability of the issue the proposed Task Team would address, and whether it should instead be considered by an existing Work Group or User Group.

Once a proposed Task Team is approved by the Executive Committee, the full MTAC Leadership Committee is notified and provided a copy of the issue statement, which is submitted by the Task Team co-leaders or the MTAC Program Manager or Team Leader to MTAC@USPS.GOV for entry into the MTAC Issue Tracking Summary (MITS) system. The Executive Team Sponsor is responsible for managing the progress of the newly-formed Task Team.

APPROVAL CRITERIA

1. All Task Teams must support the stated purpose of MTAC:

The Postmaster General's Mailers Technical Advisory Committee (MTAC) is a venue for the United States Postal Service (the Postal Service) to share technical information with mailers, and to receive advice and recommendations from mailers on matters concerning mail-related products and services, to enhance customer value and expand the use of these products and services for the mutual benefit of the Mailing Industry and the Postal Service. *[From the MTAC Charter.]*

2. The issue statement for a Task Team must be clearly and narrowly defined to ensure discussions are strictly limited to the issue requiring resolution. The issue statement must be of relatively broad interest to the industry, not merely of specific interest to an individual company. Company-specific concerns should be addressed by that company with the appropriate postal officials outside of MTAC.
3. Task Team issues should be current, and both Industry and the Postal Service should be interested in a potential solution.
4. Proposed issues should not duplicate those already the focus of existing Task Teams or Work Groups, or those being addressed through MTAC in some other fashion.
5. Proposed issues should have defined, measurable objectives and a strict and often rapid timetable for completion.

TASK TEAM LEADERSHIP

The Executive Committee will appoint industry and postal Task Team co-leaders. The co-leaders are jointly responsible for directing the Task Team's activities:

- Task Team leaders assume primary responsibility for ensuring that the direction of Task Team efforts and recommendations meet stated objectives, and are acceptable to both Industry and the Postal Service.
- Task Team leaders select members of the Task Team (see below), schedule Task Team meetings, and ensure that those meetings are conducted in a professional and constructive manner.
- Minutes must be taken and presented to the MTAC Executive Committee within ten (10) calendar days from the date of the meeting. Task Team minutes must be entered into MITS, and should be distributed to all Task Team participants.
- Task Team leaders must provide the MTAC Program Manager or Team Leader with a roster of the Task Team's participants as soon as it is finalized, and promptly submit changes any time a participant joins or departs from the Task Team.
- Task Team leaders determine the frequency and duration of each meeting to make

sure the Team's work is accomplished within the established timetable. The schedule should provide opportunity for as much progress to be made as possible between quarterly MTAC meetings.

- Task Team leaders must ensure that the Executive Team Sponsor is kept updated on the Team's progress.
- If the Task Team leaders determine that there are obstacles to the Task Team's timely completion of its work (e.g., lack of resources, significant delays, unusual conflicts), the co-leaders will promptly report the situation to the Executive Team Sponsor and request immediate guidance/assistance.
- Task Team leaders may be called upon to make formal progress reports at MTAC Membership Assembly or other meetings.
- Task Team leaders are responsible for creating a resolution statement detailing resolution of the issue and listing recommendations for any proposed implementation plan. The resolution statement must be reviewed by all Task Team members, agreed to by the Task Team leaders, and presented to the MTAC Executive Team for review.
- The lead name and contact information provided on the final report will be either the industry or postal co-leader of the Task Team. The co-leaders will agree upon the initial status and response date for the recommendations.
- Task Team leaders who are non-MTAC Members are permitted to attend the quarterly MTAC meetings as a guest of the MTAC Leadership Committee and shall act as a liaison to the Task Team they are leading.

MEMBERSHIP & PARTICIPATION

The Executive Committee and the Task Team leaders will extend an invitation to key stakeholders and mailing industry representatives to participate in the Task Team. The invitation should clearly define the mission of the Task Team, the expected outcome, and the timeline for completion. The invitation may be as informal as an email or a phone call. *[Note: In accordance with Section XII of the MTAC Charter, Executive Committee approval is required before an invitation can be extended to prospective participants who are not MTAC representatives.]*

By joining a Task Team, participants agree to attend Task Team meetings (in person whenever possible), take part in conference calls, share their experiences and those of their associations' members and/or companies, and participate in test or pilot projects.

The Task Team's postal co-leader will arrange for participation by postal staff with the appropriate skills and expertise to benefit the Task Team's mission.

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OBJECTIVES

Task Team leaders are responsible for ensuring that participants understand the Team's goals, and for developing a work plan that aligns with the identified timeline.

MEETINGS

Task Team meetings and conference calls should be scheduled between quarterly MTAC meetings so that as much as possible is accomplished between them, so as to accomplish the Team's objectives in a timely manner.

The Task Team's postal co-leader(s) is responsible for making all necessary arrangements for meetings located at Postal Service headquarters. Arrangements must be made in advance for headquarters conference room reservations, audio-visual or conference call equipment, and building access for meeting participants. At least two days prior to an on-site Task Team meeting, the postal co-leader will provide all participants' names to headquarters building security to minimize delays at the security desks. Postal co-leaders are also responsible for making sure a sufficient number of escorts** are available to walk Task Team members to and from the 1P/Lobby level security desks and the meeting room. The MTAC Program Manager and/or Team Leader should be contacted as early in the process as possible regarding requests or plans for meetings at Postal Service headquarters so that the MTAC Team can assist with these requirements.

***[Note: The Postal Service headquarters security policy requires all visitors – including Task Team participants – **who do not have active, unexpired Badges issued by the U.S. Postal Inspection Service** to be escorted at all times while on headquarters premises by a postal employee or MTAC member with an active Badge.*

INTERIM REPORTS

The Executive Team Sponsor will determine when a status report should be given during an MTAC Membership Assembly or other MTAC meeting. Executive Committee members

should be prepared to provide status updates to the full Leadership Committee at their quarterly meetings.

RESOLUTION STATEMENT

The Executive Team Sponsor will notify the full Leadership Committee when the Task Team considers its task completed. A resolution statement – provided by the Task Team co-leaders and approved by the Executive Committee – is required to confirm the Task Team’s completion.

Task Team leaders submit the resolution statement to MTAC@USPS.GOV for entry into MITS. The resolution statement provides the Task Team’s objective, accomplishments, and information regarding next steps, if any. At this point, the Task Team’s “final closure date” is recorded in MITS, and its status is changed to “complete.”

If a Task Team has reached a point where active meetings are suspended with remaining outstanding items the MTAC Executive Committee, will determine if the Task Team should remain open for a period of time until such items may be completed or the Task Team should be closed with the MTAC Executive Committee determining where outstanding items should be transferred for further review and completion. Sponsors and leaders may make recommendations; however, the Executive Committee will have final approval.

RESOLUTION PROCESS FOR PARTICIPANT ETIQUETTE

All MTAC Task Team participants (USPS, MTAC Representative, or non-MTAC participant) are expected to comply with the MTAC Meeting Etiquette Guidelines as outlined in the current MTAC Membership Guide. In the event that a Task Team participant’s actions are not aligned with the Meeting Etiquette Guidelines, the following progressive escalation process will be followed, which may lead up to the dismissal of the Task Team participant from future meetings of the related MTAC Task Team.

1. The Task Team co-leaders (both USPS and Industry) will speak to the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them. The Task Team co-leaders will also notify the MTAC Focus Area Leadership of the situation.
2. The Task Team co-leaders will ask the MTAC Focus Area Leadership (both USPS and Industry) to speak with the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them.

3. The MTAC Focus Area Leaders will ask the MTAC Executive Committee co- chairs (both USPS and Industry) to speak with the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them.
4. Should the Task Team participant continue to refuse to participate in the manner outlined in the MTAC Meeting Etiquette Guidelines, the MTAC Executive Committee will exercise its authority pursuant to Articles XI and XII of the MTAC Charter, and issue a formal letter to the Task Team participant dismissing them from further meetings of the Task Team.

Re-admittance to the Task Team by a formally dismissed participant will be at the discretion of the Task Team co-leaders with approval by the MTAC Executive Committee and MTAC Focus Area Leaders.

QUESTIONS?

Questions and suggestions regarding these guidelines should be directed to the MTAC Program Manager or Team Leader, or sent to MTAC@USPS.GOV, for prompt response and/or referral to the Executive Committee.